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# RECRUITER

United States Army Recruiting Command April 2001

# Journal



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# Recruiter

April 2001, Volume 53, Issue 4



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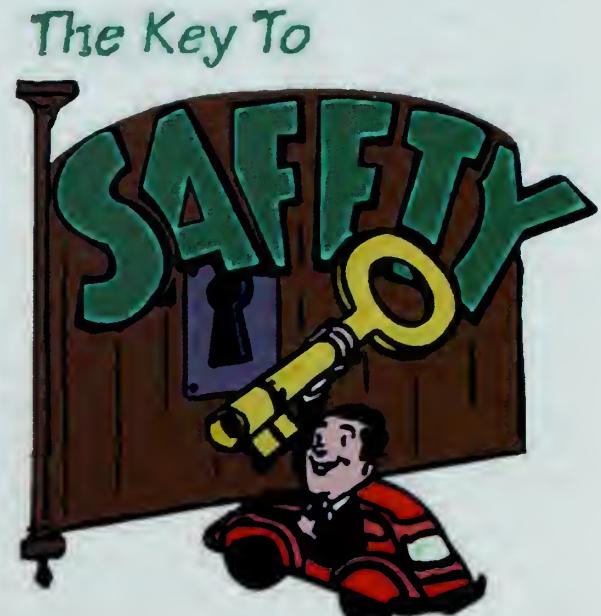
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## DEP loss in a Contract Forward environment

You pulled out all the stops to make February's recruitment. In fact, February's accomplishment was 37 percent over February achievement last year, previously our best month. The fact we pulled forward some accessions had minimal impact at the training base, and all soldiers started their normal training cycle as programmed.

We're in the second year of a new recruiting environment, known as Contract Forward. In a white-hot economy, the competition for high school graduates is intense. Both colleges and businesses are looking for the same high-quality youth the military wants. Contract Forward has changed our primary focus from high school seniors to young Americans in the college market. These youth can ship to fill near-term training seats. Also, a shorter time in the Delayed Entry Program should demonstrably reduce DEP loss. IT HASN'T THUS FAR.

We had an unprecedented month writing contracts with shipment in the same month. You wrote over 2,700 new contracts in February, against our accession mission of 7,400. That means more than one-third of last month's accession mission was "in and for the month."

The economy has shown signs of slowing. Perhaps this will impact our mission accomplishment, perhaps not. RSM March, April, and May are the traditional low points of our historic "bathtub" months, that phenomenon I wrote about in last month's column.

Our ability to fill training seats is critical, and last-minute DEP losses hurt badly at the training base, where both Active and Reserve components need summer training seats. I want you to examine closely every DEP member you have. If you know in your heart of hearts that one of those young soldiers is not going to ship, take the loss now. If you have one that cannot be salvaged, don't ignore this, don't RENO, don't hope for a miracle. TAKE THE LOSS AND MOVE OUT TO FIND A REPLACEMENT.

Before you take that loss, however, I expect you to take a careful look at that young DEP member and get to the bottom of his or her real objection. Perhaps a new face is needed, someone else the DEP member can talk to - think about having another recruiter, the station commander, or even the first sergeant reinforce that sale. Maybe you need to talk to the DEP member and parents or other key influencer. You may be at that point where a

MG Dennis D. Cavin



DEP member has both interest and stress about leaving home and joining the Army. Maximize the interest, and try to minimize the stress on that young person.

If you need help, ask for it. There are plenty of people to help you in this command.

## Integrity Counts

Based on the unacceptable increase in recruiter improprieties and misconduct, I have decided to devote a segment of each of my monthly Recruiter Journal columns to the subject of recruiting with integrity.

*"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity." — Douglas Adams*

Mr. Adams was not writing specifically about recruiting, but his words ring true nonetheless. You are "in service" in two senses: one being the military service to our Nation, the second being able to provide a service to young people, that is, offering them a real opportunity for their future. In order for that service to be of value, it must be honorable from the first contact.

You must be sincere and honest at all times. You must hold a reputation for values because you cherish those values. You live with integrity, you are an example of integrity to all who come in contact with you. Damage to your integrity impacts the entire command, our Army, and our Nation. Keep to our Army values.

**PROUD TO BE HERE, PROUD TO SERVE!** 

## There is a bright future ahead

February marked the ninth consecutive month USAREC achieved its accession mission. That is a real Hooah!!

But wait, here comes March, April and May. You've heard of them. They're the months we now refer to as "bathtub months" when the bottom seems to fall out. We have a history of missed missions during these months. Stands to reason, in order to achieve the annual mission, accrued shortfalls must be made up June through September.

I read that as a heck of a lot of extra work. Of course, we did it last year and we're capable of doing it again. In fact, I'd bet my paycheck on it. But why put ourselves through this? I once knew an Army psychologist by the name of John Chin. Even he would agree it doesn't pass the sanity test. What I'm saying is history does not have to repeat itself. We can turn this around! Let me give you my opinion on why we are where we are.

I believe it started back in 4<sup>th</sup> quarter FY 00. Several things occurred. When the RA mission was in sight, USAREC shifted half of the RA force to assist in accomplishing the USAR mission. We did it for the right reasons, and you made it happen.

The secondary affect was the impact to 1<sup>st</sup> quarter production. Just as it took about 3 to 4 weeks to see the results from the shift to Reserve prospecting, it also took about a month to see results from the shift back. Sure we had a pretty good October but success was artificial. The CG made a 4<sup>th</sup> quarter decision to lower 1<sup>st</sup> quarter contract mission, seriously narrowing the gap between his mission and yours and again for the right reasons.

The command had a very doable mission. We needed to make it. Disappointingly, we did not. I realize we had ATCs, fielded the latest version of ARISS, and we changed from individual to station mission. Regardless, the mission was achievable, and we should have made it. There is an interesting phenomenon occurring under station mission. The number of RA recruiters writing USAR contracts has increased. RA recruiters write approximately 28 percent of all USAR contracts. This has significantly increased USAR production to where we are exceeding our monthly mission. It is also a contributor to lost RA production as few of these recruiters are writing RA contracts. It appears some folks are writing anything to keep from being labeled a zero roller. The fact is we've done so well with the USAR mission that the OCAR agreed to reduce our FY 01 mission by 1,200. You will see this reduction in the months of, yep, you guessed it, March, April and May. Everyone knows by now this reduction in USAR mission meant an increase in RA mission. For select stations, your USAR mission was removed completely and replaced with RA, while other stations absorbed USAR mission through redistribution. Stations selected for the increased RA mission were those most likely to achieve it. The team is focused on one mission. Mission box.



*CSM Roger Leturno*

I suppose that brings us back to the present. Why did we do this? The CG wants USAREC to succeed and our near term accession mission is at risk. Increasing the RA mission minimizes the potential loss in training seats during these challenging months, the number of hold-unders in the summer months and extra work required by the command in 4<sup>th</sup> quarter.

We have got to make this mission. The situation is serious and several trends have to reverse immediately. The first is prospecting. Current levels won't support the mission. Every recruiter must know categorically his or her piece of the station mission. They need to know their efficiency (contact to contract), what lead sources work best, how to develop a plan for success then execute ruthlessly. Leaders, you look at the bigger picture and turn another trend around. Market share. We've actually lost market share in grads and grad alphas. Leaders must identify markets where the Army is under penetrating, develop plans with specific objectives in mind, use available resources and execute ruthlessly. Warning, don't substitute one prospecting activity in support of another. Remember that we want to increase the number of interviews. Another disturbing trend is DEP loss. DEP loss rates are increasing while DEP referrals are decreasing. Fixing this will improve our odds for success tremendously.

Last observable trend is college penetration. Too many stations still don't have lists or college campus recruiting plans. You will continue to hear me preach this. Improve the prospecting and we'll make the mission.

I believe there is a bright future ahead. I think we can get this recruiting mission nailed down in August as we did last year. Except this year we shouldn't be shifting forces. That gives us the chance to build FY 02 DEP. It means we can recruit in October to fill training seats in November and January. We can fill these bathtub months and change history. We are so close. Now is the time to act.

Final comment. The CG is very serious about USAREC achieving the mission while taking care of soldiers and families. This business is tough enough already. He will not tolerate abusive leaders. But don't think for a second that this means soldiers won't be held to standard or aren't accountable for their actions. On the contrary, that is exactly what the CG expects. That is leadership. 



# Chaplain's Motivational Notes

## “A Mind Awake”



by Chaplain (LTC) Jim Stephen  
USAREC HQS

The prophet Jeremiah, when first called to serve God, protested, “Ah, Lord...behold, I cannot speak: for I am a child.” Yet, he went on to become a courageous, brilliant statesman and prophet of God considered by many to be the most forceful and influential in the Old Testament.

Paul, the brilliant apostle of the New Testament, spoke of himself as a weak specimen of humanity and chief among sinners. Yet, Paul’s wisdom and advice given to the saints of the ancient church remain standards for us today.

Sir Isaac Newton, who discovered the law of gravity and had a profound impact on scientific progress, said, “I do not know what I may appear to the world, but to myself I seem to have been only a boy playing by the seashore and diverting myself...now and then [by] finding a smoother pebble or a prettier shell than ordinary, while the great ocean of truth lay undiscoverable before me.”

A common thread seems to run through the personalities of these people who have shaped and changed our world. At no point did they suppose they knew it all. In fact, they seemed to be sharply aware of their own limitations. Their assumptions about what they knew or believed were always tentative, waiting to be expanded by further study or revelation. They seemed to say,

“What I know is nothing. What I have to learn is everything.”

This attitude makes of life a continual adventure, an ongoing experience where our mind is awake and our spirit alive, a non-stop quest for new knowledge. It makes every day a day filled with wonder as something is discovered.

Yet, surprisingly enough, few of us really have this attitude. We live in a time where we are rewarded for appearing to be ever competent. We try to create the impression for each other that we are smooth and powerful. We build careers and resumes. We are more concerned with giving the right answer than we are with asking the right question, and so we cling to the answers we have as if they were complete, as if there were nothing new to add.

This attitude is dangerous, because it cuts us off from all that can be. When we think and act with such an attitude, we dare not try new things for fear of looking foolish. We decide while we are still very young what our talents are and separate ourselves from other possibilities. We limit by default our growth and our potential. As one wit suggested, some of us are buried at 75 who have really been dead since 30.

But there is no need to sleep when we can be awake and active. Like many of the great personalities of the world, we can and should seek new horizons, we should be childlike and inquisitive, and we should always be teachable. No matter our age, no matter where we are along life’s path, we are only part way and adventure of the mind and spirit still lies ahead.

Have you learned anything today from this message? Share with me your insight at: ([James.Stephen@usarec.army.mil](mailto:James.Stephen@usarec.army.mil)), God Bless every one of you.



# **The Centralized Selection Board Process: A report out from the CY 00 SGM/CSM/SMC Board**

**By COL Wanda Wilson, Cdr, 3rd Bde  
and CSM David F. Green, CSM, 5th Bde**

Recently, we had the honor of serving as members of the CY00 CSM, SGM, and SMC Selection Board. Our goal here is to provide insight and feedback on the process.

First, duty as a member of this board is a tremendous professional development opportunity and senior leaders should seek this duty. This experience will better prepare leaders to develop, coach, mentor, and counsel subordinates and prepare them for new challenges. More importantly, once a leader has this experience, he will be better prepared to educate the field about the process. It is essential that junior and senior NCOs understand the Army's centralized selection system and have confidence that it is a fair, objective process.

The Board had the responsibility to select the best qualified for promotion to E-9 and attendance at the Sergeants Major Academy. Board members took an oath that they would follow Army procedures, directives, and policies in this regard.

The board reviews approximately 70 percent of the E8/E9 population in today's Army. A general officer serves as president. The Board was broken down into 11 panels of four to eight members each that considered designated CMFs. Soldiers in CMFs 71L, 71M, 73Z, 75H, and MOS 79R were considered by I (India) Panel. This Panel consisted of the Panel Chief (a USAREC bde commander) and five serving bde-level CSMs (1-71L, 1-73Z, 2-75H, and 1-79R (a USAREC bde CSM). A different panel considered soldiers in MOS 79S.

**THE VOTING AND SELECTION PROCESS.** This process is exceptionally fair. It is our experienced view that no personal agenda or prejudice will survive the centralized selection process. Often, after board results are released, comments heard are that an NCO didn't get promoted, or the reverse, which is more frequent, that an NCO was promoted because of personal bias of a board member. Our experience tells us that this is folklore. The vote and score of the soldier is determined solely on the record reviewed by the panel. Here's how the process works. A word picture of the voting system is shown below.

- The voting system is numeric from 1 (low) to 6 (high), with the use of plus (+) and minus (-) symbols to further weight the vote.

- HQDA establishes select objectives for each CMF to meet position vacancies/projected vacancies of each MOS. These objectives are not provided to Board members prior to the voting process. Contrary to common misunderstanding, the selection process does not include revoting files or adjusting the OML to meet ethnic or gender goals. These goals do not exist.

- The Panel's first order of business is to establish standards for the records associated with the Panel's CMFs. These standards are the specific promotion standards, based on the HQDA MOI and guidance, proponent information, and the personal experience and knowledge of each panel member. Panels develop their standards based on the "Whole Soldier Concept." The panel looks at performance and potential, assignments, education (military and civilian), height/weight and APFT, commendatory and disciplinary, and CMF/MOS specific requirements. The panel determines standards for each raw score vote of 1 to 6. Time is spent practice voting and refining these standards. Practice continues until the vote "shot group" is a tight one. This ensures fair and consistent voting on all records throughout the entire process. It is during the practice voting and refinement of panel standards that members may discuss CMF or MOS specific/unique characteristics, assignment patterns, career progression, key duties, and responsibilities. The president approves each panel's panel standards.

- Before a panel can determine if an NCO is among the best qualified for selection, it must first determine which NCOs are fully qualified. To be fully qualified, the Board must satisfy itself that an NCO is qualified professionally and morally, has demonstrated integrity, is physically fit, and is capable of performing the duties of the next higher grade. The scores of three through six identify NCOs as fully qualified for promotion/selection. If an NCO is not considered fully qualified, the Board must then evaluate the potential of each NCO to determine if they should be retained in the Army at their current grade (a score of two, or if they should be considered for separation from the Army under the QMP (a score of one.)

- After all records have been voted, NCOs are rank ordered by order of merit based on the scores their record received.

- *Panel Members do not choose the records that they vote.* This is determined by the DA Secretariat using computer models. For example, the 79R representative on the Panel does not vote all 79R files. He/she will vote a percentage of 79R records, and the specific records are determined by the Secretariat.

SCORE	PERFORMANCE	RESULT
6+-	Exceptional	Select Now
5+-	Excellent	Definitely Select
4+-	Strong	Should Select
(fully qual.) 3+-	Successful	Select if room
2+-	Acceptable	Retain in Grade
1+-	Substandard	QMP Referral

- Panel members may not discuss individual records while voting and may not introduce through personal knowledge any information that is not part of the NCO's official board record. Three panel members independently vote each record under what is known as the "blind voting method." The panel standards that were established before the voting process began guide each voting member's deliberation when reviewing individual records. Each member is responsible for consistently applying the standards throughout the voting process. Procedures are in place to return a record to the attention of the voting members if an awarded score deviates by two or more points. A deviation of three points is not allowed to stand.

### A few comments about the board record:

A panel member votes on what he/she sees in the record. The Individual Board Record consists of the following documents: the performance fiche (P-fiche) of the OMPF; the most recent DA photograph; the personnel data sheet which provides key data for each soldier; and the personnel qualification record, which includes the NCO's DA Form 2-1 and Enlisted Record Brief. The only other documents seen are hard copy documents such as correspondence to the Board President, and/or documents that were not received in time to be placed onto the OMPF (e.g., NCOERs). The OMPF is the only document that must be present for the Board to consider a record. The OMPF, photo, and PQR contain about 95 percent of the information that the board considers when voting a record.

- The NCOER remains the most important document in the NCO's record. Here is where the panel member finds evidence of the NCO's manner of performance and potential as documented by supervisors. As our panel reported in the post-board CMF 79R review and analysis, many rating officials are "losing their vote." Often, "Excellence" ratings are not justified. Bullet comments and scorings are not congruent. Reports often lack substantive comments about potential and performance. Bottom line, a 79R (or any MOS for that matter) is most competitive if his/her NCOERs reflect a pattern of performance and potential in the most challenging jobs *above that of others to all three voting members*. Absent that pattern of performance and potential, the NCO's military or civilian education, APFT score, etc. won't bring him or her to a panel score or OML ranking that will result in promotion. The message here: sustained, documented, and outstanding performance in tough jobs, with consistent and strong recommendations for promotion and assignment to positions in the next/higher grades earn the highest votes. NCOs and rating officials (particularly junior officer and civilian rating officials) should routinely review the NCOER Updates published at [www.perscom.army.mil/select/ncoer](http://www.perscom.army.mil/select/ncoer) for tips on how the NCO evaluation reporting system works.

- Primary and secondary zones are somewhat of a misnomer for CMF 79Rs being considered for E9. These terms only apply for SGM zones of consideration. As you know, selection for SGM is concurrent selection for CSM for CMF 79R as the Army lumps the eligible 79Rs together for consideration. Nothing in the NCOs files indicate their relative seniority in the zone. *When the zone message is released, all NCOs who are eligible to have their records reviewed by this board should review their files for accuracy and ensure that they are current.* When the board results were released, there were four NCOs identified as being in the SZ. There was no secondary zone of consideration for MOS 79R. Those four NCOs files were considered, and their files were voted at the same time as the total population of 154 was considered.

As indicated earlier in this article, only the P-fiche is considered by the Panel during the selection process. We recommend that if an NCO has an Article 15 filed in the P-fiche, review the procedures to determine whether that document can be transferred to the R-fiche. Transfer the document if you can. AR 600-37 provides guidance.

### Tips on preparing for the Board:

Don't wait until the last minute to request your OMPF and review it. Update your P-fiche as the changes occur. Request your OMPF at least six months before the board; thoroughly review the OMPF and make changes. Review the updated OMPF before the board convenes.

It is also important to have a current photo. The photo is your "personal appearance" before the board. When you don't update your photo, i.e., when you have changes to the uniform, you are sending the wrong message to the board. Significant variations of height/weight in the NCO's record (as indicated on NCOERs) or questions raised by the NCO's appearance in his/her photo are likely to generate a call from EREC to the chain of command to validate the NCO's height/weight/body fat. The Army standard is five years for a current photo, we recommend that your photo be no more than one year old.

An NCO should always be seeking self-improvement, be it NCO Professional Development Schools or college classes. The CMF profile with the career progression chart published by the career field proponent will guide an NCO to seek the high-risk jobs and challenging assignments. The profile will give a soldier an idea of how to plan his or her career. While assignment in medium-risk positions will not take you out of competition, a 79R who has not performed "outstanding" in the high-risk positions is not highly competitive. The CMF 79R proponent identified recruiting battalion CSM (as 1SG/MSG), recruiting company 1SG, and limited production station commander (as E7) as the high-risk assignments. Senior operations NCO, master trainer, senior guidance counselor, division chief (R&RS), and special missions recruiter (SF, Health Care, and Delta) were designated a medium-risk.

What can the chain of command do to help an NCO prepare?

The Chain of Command's role in preparing an NCO is vital. It is very important NCOs are assigned to positions that will give them the experience needed to progress in their CMF. Members of the chain of command must also fulfill their responsibility to prepare meaningful and accurate evaluations. Inflated bullets or ratings don't help the NCO and may contribute to the wrong selection. Counseling throughout the rating period is a must, so a soldier knows where he or she stands and what the standards are to receive the top evaluations. The chain of command should ensure dissemination of information about the board to NCOs in the zones and make sure they update PQRs and their photos.

We came away from our duties on this board extremely proud of the Army's NCO Corps. The Army's senior NCOs

are well-trained, experienced, and educated. They have traveled and served all over the world, and they look fit and professional! The records of USAREC's 79Rs were highly competitive among this population of the best and most respected NCO Corps in the world.

**Where to go to learn more about the Centralized Selection Process:**

View the Videotape "Understanding the Centralized Promotion Process," TASC Stock Number PIN 710865, INC-TVT 20-1114.

## Interactive Web Response System (IWRS) at:

[www.erec.army.mil/wrs/default.htm](http://www.erec.army.mil/wrs/default.htm)

Visit the Enlisted Records and Evaluation Center (EREC) website at: [www.erec.army.mil](http://www.erec.army.mil) or [www.perscom.army.mil/erec](http://www.perscom.army.mil/erec).

CY00 SGM/CSM/SMC Selection Board Summary

	USAREC	ARMY
Considered	154	3291
Selected	14	547
Average Age	39.7	39.4
Average TIG	3.3	2.8
Average TIS	19.7	19.2
Civ Ed.	2.3	2.0
(yrs of college)		

<b>Rctg Retention School</b> Wells, Martin R.	MSG	<b>3<sup>rd</sup> Brigade</b> Walthers, Jeffrey D. Scott, Randolph E.	1SG	Great Lakes
<b>USASMA</b> *Roering, Eugene A.	MSG	<b>5<sup>th</sup> Brigade</b> Nicholes, Rodney A.	MSG	5 <sup>th</sup> Brigade
*Tabor, Phillip E.	MSG	**Dunn, Mark E.	MSG	New Orleans
<b>1<sup>st</sup> Brigade</b> Hickman, Ivory L.	1SG	Baltimore		
Mayes, Walter L.	1SG	Beckley		
Tomberlin, Charles	MSG	1 <sup>st</sup> Brigade		
<b>6<sup>th</sup> Brigade</b> Bullen, Robert C.			MSG	Los Angeles
Drysdale, John K.			1SG	Phoenix
<b>2<sup>nd</sup> Brigade</b> Barrington, Leo Jr.	MSG	Columbia		
Templeton, Ronnie L.	1SG	Jacksonville		
				* Current year USASMA attendee
				** Graduate of USASMA

# **Army Adventure Van helps provide success at 2001 Zehnder's Snowfest**

*Story and photos by John C. Heil III  
A&PA Great Lakes Recruiting Battalion*

The Army Adventure Van was highlighted at this year's Zehnder's Snowfest, Jan. 31 through Feb. 5 in Frankenmuth, Mich. The U.S. Army Great Lakes Recruiting Battalion in conjunction with the 300<sup>th</sup> Military Police Command also provided a glossy black and gold High Mobility Multipurpose Wheeled Vehicle along with the van.

"It was a tremendous success," SFC Bruce Beyer, the Snowfest NCOIC, said of the Army's presence at the Snowfest. "This was a very successful public awareness event for the Army. A lot of positive feedback came back from people that went through the Army Adventure Van. Just having the HMMWV parked out front with a recruiter next to it generated a lot of interest."

"Overall I thought the event ran smoothly," Bay City Company commander CPT Richard Little said. "I was really impressed with the Army Adven-

ture Van. This was a good public awareness event. The HMMWV provided a good attraction. It was a people magnet...bringing them to our area."

The Army Adventure Van is a self-contained 18-wheel tractor-trailer that features simulators of some of the Army's top weapon systems. There are only two Army Adventure Vans in the world.

This "hands-on" exhibit gives visitors an opportunity to experience flying an attack helicopter, firing an M16 rifle, driving a main battle tank, seeing in the dark with night vision goggles and finding a location anywhere in the world with the global positioning system. The exhibit also features numerous informational videos on Army life, basic training and skill occupations. The van allows up to 15 people at a time to take the self-paced tour of America's high-tech Army.

"It's an awesome asset," Beyer said of the Army Adventure Van. "It's really high-tech with an actual cockpit from an Apache helicopter. The graphics were awesome in the helicopter game and the M12 Abrams Tank simulator was also very popular. The M16 weaponeer was a big hit. Everyone who came into the van got a chance to use it."

"The van really gave the public a good idea of what we do in the Army,"



*Matt Williams from Cincinnati, Ohio, produced an ice sculpture for the Army Reserve at the Zehnder's Snowfest.*



*SFC Rand Benton helps youths with the Army Adventure Van DVD system.*



*PV2 Ryan Shepard assists with the black and gold HMMWV at the Zehnder's Snowfest.*

Little said. "It was real popular...people really enjoyed themselves."

Throughout the Snowfest the 16 feet by 60 feet, environmentally self-contained Army Adventure Van is manned by a team of five soldiers. SFC Dennis Havens and SFC Josh Roy provided an overview of the van for each group. Two members of the Army Marksmanship unit, SFC Rand Bentson and PV2 Aaron Rebout, provided knowledge of the M16 rifle and other assistance in the van.

"SFC Roy went above and beyond the call of duty," Beyer said. "He helped us work the streets looking for target age people to check out the van. He was responsible for a lot of our target age leads."

Roy also was interviewed on a local radio station out of Detroit. It ran live from the Snowfest for three hours, airing an interview with Roy in the Army Adventure Van. Pierce



tried out the various parts of the van and listeners could hear the sound of rounds being fired off from the M12 Abrams Tank simulator. Pierce has been part of the Detroit broadcasting industry for over 30 years. The radio station reaches more exclusive listeners than any other radio station in the United States with a frequency of 50,000 watts and a 200-mile radius.

The Bay City, Caro, and Saginaw recruiting stations provided support for the event. In addition to three recruiters assisting with the Army Adventure Van, two recruiters manned a booth inside the warming tent near the white Zehnder's building. Inside the tent, recruiters had the ability to talk to individuals about various opportunities in the Army. Recruiters took the names of target age folks to be entered into a drawing for field jackets and T-shirts.

Over 3,000 people came through the van with a total of 81 target-age leads and strong public awareness resulting from the event. The Army Adventure Van went from the Snowfest to provide support at other high schools throughout the Bay City Company.



*Top right: A youth enjoys the M1A2 Abrams Tank Simulator in the Army Adventure Van at the 2001 Zehnder's Snowfest.*

*Middle left: SFC Bruce Beyer (far left) and SFC Rand Bentson help some potential recruits work with the Apache Helicopter Simulator in Frankenmuth.*

*Left: The Army Adventure Van at the 2001 Zehnder's Snowfest.*

# Master the Art of “Fact-Finding Conversation”

by MSG Robert J. Martin  
*USAREC Recruiting Operations-Training Division*

Too often, our prospects are operating on misinformation and have formulated opinions that are not in tune with reality or real world facts. Some have no idea how much it costs to live and how little their earning potential may be. Once they are aware of these facts, we have revealed a situation that an Army enlistment may alleviate.

For the prospect who is still living at home and does not have an immediate need for financial security, we as recruiters must project them into the future to reveal possible situations that may arise in their lives as adults. Independence from family is something that all young people want but may not know how to make it happen. Our job is to show them the way.

Selling an intangible product such as the Army requires a more solid commitment from an applicant than the purchase of a car or other tangible items. When someone buys a tangible product, they get the immediate results expected — in other words, they benefit from the purchase and feel satisfied that the right decision was made.

If a recruiter only sells features of the Army, (cash bonus, Army College Fund, station of choice, etc.,) the prospect/applicant may feel that he/she is not benefiting from this agreement nearly as much as the Army and may not enlist or ship. Therefore, we as recruiters must convince the individual that joining the Army will benefit them in the future as well as the present (similar to a “Whole Life” insurance policy).

Before we can show a prospect the numerous benefits of an Army enlistment, we must first create, in their minds, several present and future situations that he or she may face. Once the individual and the recruiter have identified those potential obstacles through our probing, “fact-finding conversation,” then we can present solutions by illustrating features of the Army and how they will benefit the individual.

The key word in a sale is benefit. A car salesman can show CPT Smith a dozen benefits of owning a pickup truck as compared to an economy sedan: off-road ability, cargo carrying ability, camper shell options, gas mileage, safety and other

features. These are true features and make the purchase very tempting on an emotional basis, yet none of these features will really “benefit” the captain if there is not enough passenger space for his wife and three daughters, and he probably will not buy a pickup. The same scenario repeats itself daily in recruiting stations across the command. The salesman has a much better chance of selling CPT Smith a vehicle AFTER he/she finds out exactly what he needs (rather than wants) and why CPT Smith needs it.

Finding out the information to assist in presenting a program that will truly benefit the prospect/applicant is the true art and science of recruiting. As a recruiter you must possess the skill of effective probing by asking fact-finding, open-ended questions during a “fact-finding conversation,” that allows the individual to identify his/her own needs and interest. Once your prospect/applicant has identified a need, it is much easier to sell the features of the Army and tailor a program that truly benefits the applicant’s needs and interest.

The Recruiting and Retention School (RRS) provides excellent instruction in probing and asking fact-finding, open-ended questions. Expanding on that basic instruction will significantly improve your ability to present features and benefits that will satisfy your prospect’s needs and increase your chances for success. Professional reading of materials that provide tips for interviewers or similar subjects will hone your questioning techniques.

Practice covering the areas listed below to aid in gathering enough information to present an effective sales message that will result in an enlistment. Remember to maintain rapport throughout this stage and cover each area with open-ended, fact-finding questions. It is important that you do not project the image of an interrogator! Your technique must be smooth and conversational and listen, listen, listen!

## Is the prospect working?

Where, how long, what he/she likes most about it  
What he/she likes least about it  
Salary, benefits  
Future in company (pay raises, promotions)  
How did he/she get the job

## If not working, why not?

Ask what kind of qualifications the individual has  
How much money are they seeking  
How many interviews in the last 30-60 days  
How many jobs in the last year; why did they leave  
What kind of qualifications were the employers looking for

## Going to school now?

Full or part time, if part time, why not full time  
Major and why he/she chose that one  
Favorite courses, grades  
Why attending the current school  
If they could attend any school, which one would it be and why  
When will they graduate  
How much does it cost  
How is spare time spent (hobbies, sports, etc.)  
What kind of car do you drive, if no car, what are you shopping for or what would you like to have: Why: (speed, 4x4, status symbol, just transportation)

## If married

Spouse's name, kids' names and ages  
How long married, anniversary date  
Wife work, use day care center  
Plan on expanding family  
Discuss the expense of raising a family

## Rent or own residence

Plan on buying in future  
Any funds saved as for purchase of home  
What are the goals for the future, what and where does the prospect want to be in 10 years

Now, we must create in the individual's mind, the present or future situation that he/she may face or is already encountering. Finding out their knowledge of the cost of living will aid you tremendously later on in the sales process as you illustrate Army features and benefits and how they will satisfy the prospect's needs, desires, and aspirations. Probe the individual's knowledge of the following areas. It is imperative that you as a recruiter research and have available facts and evidence to answer these questions also. Remember, your job is to assist the prospect/applicant in identifying potential obstacles that he/she may not be aware.

What is the average rent (plus deposit and security) for a one-bedroom apartment?  
What is the average car insurance for a driver under 25 years old? (Get an estimate from three companies)  
What is the average medical insurance costs per month?  
What is the average labor cost per hour for at least three garages?

What is the average office call at a doctor's office?  
What is the average office call for a dentist?  
What is the average cost for new car, specify model and monthly payment?  
What is the average cost of a used auto 3-4 years old, (monthly payment)?  
What is the average food bill (weekly) for a family of three?  
What is the average monthly cost for operating an automobile (gas, oil, etc.)?  
What is the average entertainment expenses per month, cost of a movie, dinner for two?  
What are the average cost of a home for the area?  
How much down payment on a VHA Loan, VA Loan, Conventional Loan?  
What are the closing costs to process the average home?  
What is the average monthly payment for a \$80K home?  
Education, cost per semester with dorm fees; cost per semester without dorm fees?  
Average cost for books and lab fees?  
Methods of payment for college (how much cash and how much per month)?  
How much is the average scholarship and how many are awarded each year; how do you qualify for one?  
How much can a student obtain in loans and grants?  
How do you qualify for grants?  
What are the entry requirements (GPA, SAT scores, etc.)?

After completing your "fact-finding conversation" with the prospect/applicant, both of you now have a "real-world" picture of the situation. During your "conversation," you should pay attention to the prospects body language and expressions. These will alert you to important buying signals that need to be presented in your sales message. A combination of keen listening skills and copious note taking, coupled with your vast knowledge of Army programs, options and benefits, will provide you with the means of illustrating how the Army will alleviate present and future obstacles that may prevent the obtainment of the prospect's goals, dreams, and aspirations.

There is no doubt that when presented properly an enlistment in the United States Army is a definite benefit for everyone. We have the best product! To be effective, you must know what are the prospect's TRUE needs. Proper probing will provide you with that information.

During your "fact-finding conversation," you as a recruiter must play several roles. You must be a counselor, an expert, a mentor, a friend, a coach, a teacher, and of course, you must be the example.

We as recruiters perform many roles, but more importantly we are the key to the real benefit associated with being a member of AN ARMY OF ONE! 

# Aberdeen Proving Ground hosts Mega DEP training

*Story and photos by Lenny Gatto  
Mid-Atlantic Battalion A&PA*

The 16<sup>th</sup> Ordnance Battalion, located at Aberdeen Proving Ground, Md., was the scene of a special training program on Saturday, February 10, for members of the Army's Delayed Entry Program. The members, called DEPs, are young men and women who recently enlisted in the Army, but are awaiting orders to "ship-out" to basic training.

The future soldiers hail from the Mid-Atlantic Battalion area of responsibility, which encompasses the greater Philadelphia area, New Jersey, and Delaware. Headquartered at Lakehurst, New Jersey, the Mid-Atlantic Battalion is commanded by Army LTC Lee Hojnicker.

Each DEP was allowed to bring one referral, (a friend or relative who may also be interested in an Army enlistment), and to see for themselves some of the many areas of the Army's Ordnance Corps at APG.

The training program, part of the Regional Area Support Demonstration under the Army's Training and Doctrine



*SSG Tony Foust of the Willingboro, N.J. Recruiting Station adjusts this Delayed Entry Program member's arms to the proper position for "Parade Rest" during special Drill & Ceremony training at Aberdeen Proving Ground.*

Command opens its training facilities to the Army Recruiting Command in an effort to boost recruitment.

According to Mid-Atlantic's operations officer, MAJ Jim Markert, "Another aspect of the program is to increase the public's awareness and understanding of what we do in the military."

The program offers some added benefits, too! When a DEP refers a friend or relative to a recruiter, who subsequently enlists, the person is promoted to the rank of PV2 be-

fore ever setting foot on basic training soil.

PVT Paolo Belarmino of Freehold, N.J., is a perfect example. This year, he served as a member of a team that demonstrated drill and ceremony commands (hand salute and marching steps) to the assembled DEPs. Last year in March, Belarmino had just enlisted in the Army and came to APG as a member of the DEP group. He was promoted to E2 because his referral and friend, Steve Yarger, of Howell, N.J., also enlisted and was part of this year's DEP group. Yarger comes from a military family. His dad is a former Army officer.

Asked about his opinion of the training program, PVT Belarmino said, "I think the program is beneficial because nobody wants to go to boot camp totally blind, not knowing anything at all. I knew nothing about the military, but after coming to APG last year, I discovered what I was really getting myself into." He said the program not only earns promotion points, but also really helps to strengthen the DEP's commitment to not back out of the enlistment.



*PV2 Paolo Belarmino, a former Delayed Entry Program member from Freehold, works with his friend, Steve Yarger from Howell, on perfecting the proper salute during the training at Aberdeen Proving Ground.*

Belarmino will soon complete his advanced training and go to his next assignment to work on Patriot Missile generator systems.

A few of the members have already completed basic training under the DTP. One of them is PVT Dionn Pyamp-Amstead. While working through the various military commands with the group, she exclaimed, "Oh, I remember this from basic training." She added, "Basic Training wasn't hard at all. It's all in your mind because it's more mental than physical. The day before I left for basic training I was scared and crying. But, when I came home, I was so proud of myself and my parents were proud of me. Basic Training was a great experience. I told all of my crazy stories, got to meet new people and make new friends."

Yet another advantage of the DEP Program is when the individual satisfactorily completes the pre-basic training task list, which trains and tests the individual on basic skills taught at basic training such as first aid, recognizing military rank, and general orders. This gives the individual an understanding of what will be encountered during basic training, thus minimizing the stress caused by not knowing what to expect. Successful completion of pre-basic training tasks coupled with a referral (who subsequently enlists) leads to a promotion to private first class, which translates into a hefty pay boost. The most common way of entering the Army as a private first class is with a college education.

Other activities for DEP members, called DEP Functions, serve another extremely important purpose. According to Mid-Atlantic Battalion's Operations NCOIC, MSG James Creech, "Involving these future soldiers in various Army activities prior to basic training keeps them pumped-up and excited about their decision to enlist."

When asked why the 16th Ordnance Battalion participated in this program, the battalion commander, LTC Kevin Moore, said, "The reason why we're doing this is because recruiting is an Army mission, not just a Recruiting Command mission, and this is my battalion's contribution to that effort. We have a real interest in ensuring that we

bring high-quality young people into the Army."

Moore added, "The training that we provide will give the individual that extra bit of knowledge when they get to basic. That knowledge leads to confidence which will make them more comfortable in a training environment."

Army COL John "Rocky" Hills, who promoted seven individuals to the rank of PV2 during a brief ceremony, commands the 16<sup>th</sup> Ordnance Battalion's parent command, the 61st Ordnance Brigade.

The future soldiers also got a chance to inspect Army hardware including the latest Abrams tank, technical specialty work areas and other ordnance equipment.

The following individuals from the eastern shore of Delaware, Maryland and Virginia were promoted to PV2: Rashid McMillan, Katrina Parker, Michael Gerleve, Erik Zatwarnytsky, Nathaniel J. Monk, Stephen Greson, and Derrick Lum. They were all recruited by the U.S. Army Delmarva Recruiting Company.



*Above: PV2 Paolo Belarmino, a former Delayed Entry Program member from Freehold, keeps his trained eye on his friend, Steve Yarger from Howell, (wearing Army shirt) Belarmino was promoted to his present rank when Yarger enlisted in the Army. Both men were part of a training program at Aberdeen Proving Ground.*

*Below: These Delayed Entry Program members from the Mid-Atlantic Recruiting Battalion learn the proper way to execute one of the fundamental Drill & Ceremony moves, the "About Face," during the special training program at Aberdeen Proving Ground.*



# Things You Should Know

## PaYS Up-Date

by COL Robert Qualls, PaYS Program Manager, HQS USAREC

The Annual Leadership Training Conference in Nashville in late January provided a venue for the PaYS Partnership companies to discuss their employment opportunities with the senior leadership of the Recruiting Command. Partnership companies set up display booths staffed by representatives from their human resource departments. Participating employers included: DynCorp, EDS, Halliburton, Pepsi Bottling Group, Sears Logistics Services and State Farm Insurance. The dialog between the company representatives and the command's senior leaders assisted both groups in understanding the benefits of the PaYS program to the Army and the participating companies.

MG Dennis Cavin stressed the importance of the PaYS program to the senior leaders and encouraged them to get their Guidance Counselors involved in selling the program. The President of Sears Logistics Services, LTG (Ret.) Gus Pagonis, briefly addressed the group to echo MG Cavin's remarks regarding the interest in the program by the participating companies. Reservations for the PaYS option dramatically increased after the conference thanks to the command emphasis. MG Cavin provides the PaYS statistics to the Army Chief of Staff on a weekly basis.

Detailed statistics for the PaYS program are now available on the USAREC Intranet Home Page under the Statistics Section. One report lists the validated applicants by MEPS by brigade, a second report lists the names where the reservation is incomplete, a third report lists the cancelled reservations and the fourth item is a GC training package. Leaders are able to track the PaYS data on a daily basis for their battalion or brigade by viewing the reports.

Currently, GCs must toggle back and forth between REQUEST and the PaYS website to make PaYS reservations. Soon a remedy will eliminate this procedure and all of the processing will remain in REQUEST. This will enable GC to

make PaYS reservations faster and easier eliminating one of the concerns raised by GC. The PaYS staff will develop a training support package for the new procedure and assist in training the recruiting force.

Recent additions to the PaYS Partnership include BellSouth, EDS, and Deere & Company. Other Partners are DynCorp, General Dynamic Land Systems, Halliburton, Pepsi Bottling Group, Sears Logistics Services, and State Farm Insurance. These Partnership companies have posted over 4,100 jobs covering 66 of the 94 MOS in the PaYS program.

E/MSS. E/MSS Internet transmissions require 128-bit encryption and use Secure Socket Layer Technology. Access to the system will be controlled via the use of social security number and a personal identification number.

February 2001 soldiers began receiving letters containing a newly assigned, randomly generated PIN for accessing E/MSS. Soldiers will be required to customize their PIN when accessing E/MSS the first time and the PIN will be validated each time the customer signs on. The PIN may be changed at any time at the desire and convenience of the soldier. Soldiers supported by the Fort Knox Defense Military Pay will receive their PINs through their S1/PACs.

For Internet access, in addition to the PIN, customers will need access to a personal computer with one of the following industry-standard browsers: Netscape Navigator versions 4.01 or higher, Microsoft Internet Explorer version 4.0 or higher, or Netscape Communicator. Also, browsers must be enabled with 128-bit encryption capabilities. Encryption software can be downloaded from the Internet.

After accessing the system, menus will guide soldiers through desired transactions. After the soldier has made changes, the system will ask the soldier to confirm the action and advise the user when the change will be reflected on the pay record.

This system provides an alternative to completing and submitting forms and provides more timely information. Most importantly, E/MSS will be a secure way for customers to update payroll related transactions at their own convenience, with minimal effort and without the delays inherent to paper-based processes.

Soldiers who prefer the existing system of making pay changes will still be able to visit their local accounting and finance office or customer service representative to submit hardcopy forms. Further details are available at the DFAS home page at, [www.dfas.mil](http://www.dfas.mil). Also, a demonstration site has been established so that users may become familiar with E/MSS. The demo site may

## Employee/Member Self Service (E/MSS) Update

by MAJ Dushawn Fenner, RM Directorate

**It's here!** Employee/Member Self Service Phase I software allows soldiers to update certain pay information by using a personal computer to access the pay system via the Internet at <https://emss.dfas.mil> or by Interactive Voice Response System (IVRS) using a touch tone telephone (toll free) at 1-877-363-3677 or commercial (478) 757-3119.

In Phase I, soldiers are able to change their own Federal tax withholding status and exemptions and to update their financial institution electronic fund transfer information. Future phases of E/MSS will include other transactions, such as starting, stopping or changing allotments; changes to their correspondence address; starting or stopping savings bonds, changing state taxes, email versions of LESs, and on-line reissue of W-2s.

The Defense Finance and Accounting Service will soon offer another Internet capability. Soldiers will have the option of viewing their LESs and Net Pay Advice Statements via E/MSS. Users will be able to view the LES on line by selecting the option from the Main Menu. The choice of routinely receiving hard copy LES will remain available, although E/MSS will also offer the capability to automatically discontinue the hard copy LES. Additional information on this option is forthcoming. A myriad of security features is built into

be accessed at [emssdemo.dfas.mil](http://emssdemo.dfas.mil) and by using a pseudo-SSN of 999999991 with a PIN of 1111.



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## Recruiting Central Releases Phase II

### 10,000 visitors can't be wrong!

You've heard the name Recruiting Central before. Fielded just over a year ago as a central point on the Internet where field recruiters could access information related to recruiting, Recruiting Central underwent a dramatic change recently.

On February 24 the second phase of Recruiting Central was released to the general recruiting community. This new version, termed RCP2 for Recruiting Central Phase II, offers increased functionality with a new enhanced user interface.

Focusing on a concept of Communities of Practice (groups of individuals organized by functional, or organizational needs, or by interest in a particular topic), Recruiting Central was initially launched to serve three primary communities, recruiters, station commanders, and company leadership team members.

The intent was to make the site a living entity that continually fed on input from community members to expand and grow. With the RCP2, Recruiting Central grew to the next stage of development.

The changes made to Recruiting Central are the result of a two-day workshop held at USAREC HQS. "The attendees of the workshop, a variety of recruiters from across the country, told us what recruiters want and need to do their business better and faster. You'll find those recommendations and changes throughout the new site," said John Gilliland, one of the developers of Recruiting Central.

The most notable change was the move from the Internet to the Intranet. By making the move inside USAREC's firewall, information that was not available before can be accessed with the click of a mouse. To visit Recruiting Central from your RWS, connect to the Internet normally through your ISP and then establish a VPN tunnel with the TimeStep client. (For help, contact SOC at **1-800-223-3735, ext 6-1700**.)

The development team didn't stop with increased access to files.

Starting from a blank sheet of paper,

the entire site was redesigned with you, the recruiting community, in mind. A simplified navigational structure now allows users to quickly access each of the major toolkits and global site links from the header of every page. Inside each toolkit, the users can navigate the collapsible menu to access information like RWS Support or the web-based processing list (where recruiters can receive up-to-the-minute processing information from your local MEPS).

The end result is a faster, more efficient means of getting to the information that helps you make mission. It is important to realize that RCP2 does not remove any of the functionality available from the first release. Instead, information has simply been reorganized and access expanded.

Although, Recruiting Central had its start as a tool for field recruiters. Recruiting Central continues to evolve and will soon begin to include a variety of other communities of practice. Look for an AMEDD Community to be added to Recruiting Central in the next few months. Other features coming soon to Recruiting Central include:

- \* advanced search
- \* discussion forums
- \* CBTs (computer-based training)
- \* Portal software (allows you to personalize your pages to your taste!!!)

To learn more about Recruiting Central, join the 10,000 recruiters, station commanders and CLTs who are already taking advantage of this tool and visit us at: <http://learn.usarec.army.mil/rc> or drop us a line at [webmaster@usarec.army.mil](mailto:webmaster@usarec.army.mil).



### What do I need to connect?

**Recruiting Central is now behind the USAREC firewall. To access:**

1. **Connect to your ISP (Internet Service Provider) using Dialup Networking.**
2. **Establish your VPN (Virtual Private Network) tunnel using your TimeStep Client**
3. **Point your browser to HYPERLINK <http://learn.usarec.army.mil/rc>**

If you have problems, contact SOC at **1-800-223-3735, ext 6-1700**.

# 1901-2001: A Century of Heroism

By COL Mary T. Sarnecky, USA, Ret. and MAJ Debora R. Cox

On February 2, 2001, the U.S. Army celebrated a century of heroic service by Army nurses worldwide. The 100th anniversary commemorated the founding of the Army Nurse Corps as a distinct yet integral branch of the Army and its medical department. While making their many contributions in times of war and peace over these 100 years, members of the Army Nurse Corps have always shown heroism.

During World War I, the Army nurses of Evacuation Hospital No. 4 saw their share of combat. Just before Armistice Day, the war-weary unit's tents were positioned a few kilometers from Verdun, France. On the morning of November 2, 1918, the German gunners launched a final day-long offensive, steadily raining ordnance on the hospital tents. Cassie White was the hospital's chief nurse. Following orders, she directed her Army nurses to prepare their patients for evacuation from the line of fire.

Another of the unit's Army nurses, Henrietta Robinson, paused in the midst of the onslaught to attend to a patient. The terrified casualty forced Robinson under his cot, exclaiming, "If a shell comes in here, it will have to go through me before it can get to you!" Robinson refused to cower under the bed but carried on to assist in the exodus. The Army Nurse Corps heroines of Evacuation Hospital No. 4 were not unique. They typified the majority of Army nurses who served in the Great War.

Similarly, there was no lack of heroic Army nurses participating in World War II. For example, 1LT Blanche F. Sigman was the chief nurse of the 95th Evacuation Hospital, a unit situated under canvas at Nettuno, Italy, during the bitter and bloody Anzio beachhead. In February 1944, Sigman and three other nurses were hit by enemy fire when a German bomber, with a British fighter in hot pursuit, jettisoned its payload of bombs over the hospital. All four perished. The Army subsequently named a hospital ship for the fallen heroine. Sigman and other Army nurses killed in action have demonstrated a sense of higher duty and selfless purpose. These valorous individuals serve as models of altruism for all soldiers to emulate.

Heroic acts are not, however, restricted to the battlefield. CPT Viola McConnell, for instance, was the only Army Nurse Corps officer on duty in the "Land of the Morning Calm" in late June 1950 when the North Korean People's Army suddenly surged south across the 38th Parallel. McConnell's immediate charge was to organize and supervise the evacuation of 643 ill and infirm servicemembers, American military wives and children, and other expatriates who were compelled to leave the beleaguered country.

McConnell guided the evacuees onto the Norwegian ship *Rheinholt*, a vessel with berths for only 12 passengers. Among the group were four pregnant women about to deliver; a

traveler with a skull fracture; a baby with pneumonia and chicken pox; another infant with a strangulated hernia; five more babies with diarrhea; two elderly ladies, one senile and the other with advanced arthritis; and several patients suffering from alcoholism. McConnell assessed the vessel's facilities, hurriedly made plans and situated the passengers as the ship departed. She directed those with newborns into the crew's hastily vacated quarters. She assigned mothers with older or no children to sleep in the hold on GI bedrolls. Six of the seven male passengers were of little help as two were elderly, one was ill "from too much whiskey," another was recuperating after a hospitalization, and two were "very lazy characters that were always on time for chow." The seventh man "worked like a Trojan."

McConnell did have some assistance. A U.N. nurse, an Army wife who also was a nurse, and six nurses and a female physician who were missionaries mixed, sterilized and bottled formula for the 277 infants on board and cared for those in the 12 berths. After two days, the weary and frightened band arrived in Fukuoka, Japan, and found shelter at the 118th Station Hospital. At her own request, McConnell returned to Korea immediately.

Instances of heroism were also commonplace in our longest conflict, the Vietnam War. CPT Gus N. Alexander Jr. served as a regional nurse adviser in the Military Provincial Hospital Augmentation Program in Vietnam in 1971. As a consultant to a number of Vietnamese hospitals, Alexander's constraints included primitive physical facilities, meager supplies and equipment, insufficient staff, an uncooperative hierarchy, cultural and language barriers and archaic professional practice. In spite of these impediments, Alexander's efforts resulted in much-needed improvements in the practices of the Vietnamese nurses.

1LT Diane M. Lindsay was another heroine of the Vietnam War. In July 1970, while on duty at the 95th Evacuation Hospital in Da Nang, Lindsay controlled a crazed soldier intent on detonating a grenade within the hospital compound. For her valor in preventing seemingly inevitable and extensive loss of life and limb, Lindsay became the first African-American woman to be recognized with the Soldier's Medal.

All of these Army nurses, and countless other unsung Army Nurse Corps women and men, have proven their mettle by exceeding the parameters that delineate heroism. They strove relentlessly to reach their goals, often in the face of strong resistance. The Army Nurse Corps now prepares to enter its second century of heroic tradition and compassionate care to our soldiers and their families.

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**Vision implies change.** Change is upon us. We are better off to participate in change and to help shape it than to be dragged along by change. You can help shape the future and make it better. You know your job better than anyone. What are your ideas for improving operations? Share them on the space below and mail this according to the instructions on the back of this form, postage free.

Please be as detailed as possible when citing examples for improvement. Recruiters, support staff, and family members are encouraged to use this space to voice ideas and concerns. If you desire a direct response to your comments or suggestions, please include your name and address. Names are *not* required.

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# A little extra caution may save a life

*By Mickey Gattis, USAREC Safety Office*

The number of recruiters injured and killed in motor vehicle accidents continues to increase. Within a 13-day period, February 17- March 2, we have had two recruiter fatalities. An analysis of these accidents show both of these off-duty accidents involved vehicles, unsafe speeds, and failure to maintain control. One involved alcohol and no seatbelt use.

The U.S. Army Recruiting Command experienced three fatalities in fiscal year 2000 and has had two fatalities during fiscal year 2001. The following describes the two 2001 traffic fatalities.

## Accident Synopsis One

The single vehicle accident occurred Saturday, February 17, at 11:45 p.m. The soldier, a private participating in the Hometown Recruiter Assistance Program, was a passenger in a privately owned vehicle traveling from a nearby town to his home. The driver approached a curve in the road, lost control of the vehicle, and slammed into a concrete culvert. The vehicle spun off the road, went through a fence and struck a tree on the driver's side.

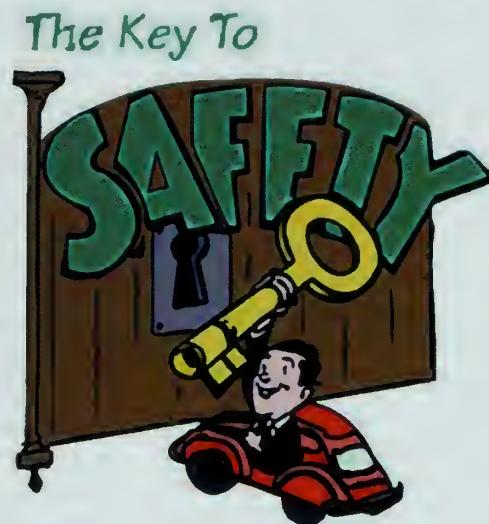
The soldier had to be extricated from the vehicle and was transported to a nearby hospital where he was pronounced dead. Alcohol is believed to be the major contributing factor for this accident. In addition, neither occupant was wearing a seatbelt.

## Accident Synopsis Two

The motorcycle accident occurred at approximately 7:40 a.m., Friday, March 2. A soldier was riding his motorcycle northbound on the freeway when he lost control, hit the center divider, and was thrown approximately 100 yards. He was then run over by another vehicle. The soldier suffered severe head injuries, loss of blood, and numerous broken bones. The soldier was transported to the hospital and pronounced dead at 11:40 a.m. He was wearing a helmet, safety vest, boots, and gloves.

## Points to Remember

These two fatalities should cause us all to stop and reflect upon just how dangerous it can be to drive or ride in a motor vehicle. That is why we are constantly stressing the



importance of safe driving techniques, routine vehicle maintenance, and proper protective equipment.

Still, no matter how many times we talk about the dangers of drinking and driving or the importance of wearing a seatbelt, it will eventually come down to personal choice. Some people will continue to choose to get behind the wheel while intoxicated or ride in a vehicle with an intoxicated driver. Some people will continue to choose to ride without wearing a seatbelt. Sadly, for some people these choices will lead to their death.

In the case of motorcycles, even those experienced drivers who follow the rules of the road and who wear proper safety attire cannot be guaranteed that they will survive a crash. For that reason, those who choose to operate a motorcycle should also choose to exert extra caution to lessen the risks they face. That little extra amount of caution may be what saves a life.

The Commanding General's Policy Memorandum (D-1) states safety awareness and enforcement are an all important part of successful recruiting operations. A safety culture can be a valuable mission enhancer because safety conserves critical mission resources -- people, time, and money. Integrating safety into our daily activities will decrease accidents, injuries, and fatalities.

As the Commanding General states, "Safety is everyone's responsibility. A commitment to safety is essential to fostering a command climate where all members can contribute fully towards the quality of life and the accomplishment of the mission. I will lead the effort personally and will look for the same from all personnel. The soldiers, civilians, and applicants are irreplaceable. The command standard for fatalities and injuries to personnel is zero. The cost of a fatality is immeasurable."

By Recruiting Operations Directorate

## Summer Surge of Split Trainers

Recruiters, Operations NCOs, and Guidance Counselors -- now is the time to start thinking about the summer surge of Split trainers. Here are some common sense ideas that may help YOUR soldiers actually get into and complete BCT.

All Split Training soldiers must have a mandatory release date (MRD) listed on their orders.

The MRD must reflect sufficient time for a trainee to complete in-processing (two weeks) and BCT (nine weeks) for a total time period of not less than 11 weeks. Do not send your soldiers downrange with less than 11 weeks, or you are setting them up to fail from the beginning. Note that we allowed two weeks for Reception Battalion processing, this is a best case scenario. In reality, it can take longer even for Split Trainers who, although given top priority, may still get set behind for the slightest of problems.

Many Split Trainers arrive at the Reception Battalion expecting to begin BCT within three to five days. Even during the slowest times of the year the average Reception Battalion stay is seven to eight days. During summer surge the stay is around two weeks, even for "priority" Split Trainers. These young men and women deserve our best efforts at keeping them informed and in a positive state of mind. The crush of shippers at the MEPS during summer surge is intense to be sure, but these young soldiers need to be briefed well and told what to expect. The best advice you can give them is to keep a good sense of humor, follow directions exactly, and to be aware and prepared for the stressful environment they will encounter at the Reception Battalion.

All Split Trainers are given an APFT assessment as part of their in-processing at the Reception Battalion. Male trainees are expected to do not less than 13 push-ups, 17 sit-ups and a one-mile run in 8:30 or less. Females must do three push-ups, 17 sit-ups, and a one-mile run in 10:30 or less. Any trainee unable to do the listed minimum can be sent to the Fitness Training Unit and is still further delayed a BCT start. So recruiters start NOW... get your soldiers

motivated, focused and ready to PASS that APFT assessment. If they fail, it is a reflection on you as a NCO.

Point of contact is MSG Robert Harris, Training Seats Manager.

## AGR Meritorious Promotion Program

For all you "high speed" Reserve recruiters – Do you know that USAREC has an AGR Meritorious Promotion Program? It was developed to provide an incentive to recognize the "Top Notch" recruiters. Merit promotion provides early promotion to pay grades E-6 and E-7. The program applies to detailed and cadre recruiters who are on their initial 36-month recruiting tour and have earned their recruiter ring.

Each brigade is authorized to meritocratically promote one staff sergeant and one sergeant first class per calendar year. Detailed recruiters must reclassify into MOS 79R to receive the merit promotion. AGR soldiers must meet the following eligibility criteria:

- a. Standards of AR 140-158, Chap 4.
- b. Standards of AR 600-9.
- c. Time in Service Requirements.
- d. Fifteen months time in grade for promotion to staff sergeant may be waived to 12 months.
- e. Thirty-three months time in grade for promotion to sergeant first class may be waived to 24 months.

Soldiers not meeting NCOES requirements may be conditionally promoted but must be scheduled for the proper level of NCOES. Failure to complete NCOES will cause revocation of the promotion. Remaining service obligation will be IAW AR 140-158 (4-16). Soldiers promoted to staff sergeant will incur a 12-month service obligation and soldiers promoted to sergeant first class will incur an obligation of 24 months. If you meet all the standards of the eligibility of this promotion, please don't hesitate to inform your chain of command so the appropriate channels can get involved to initiate the ground work.

USAREC USAR annual award winners may also be recommended to receive a merit promotion when designated as USAREC:

- a. USAR Recruiter of the Year.
- b. USAR Nurse Recruiter of the Year.
- c. Soldier of the Year.

The recruiter ring is not required for USAREC annual award winners. A maximum of four soldiers per CY may be meritoriously promoted under this special program. Exceptions outside the above categories will not be approved.

Soldiers who are presently on a DA Promotion Selection List are not eligible for this program. All requests must be submitted through the chain of command to HQ USAREC Personnel Directorate. Any further information concerning this promotion program may be addressed through your Battalion Personnel Section.

Point of contact is SFC Sindy Barnette, Plans and Policy.

## Quality Control starts with the "Red Carpet Treatment"

Quality Control begins at the recruiter level with the first appointment and is maintained through all phases of the recruiting process. Proper attention to detail will ensure the applicant is continually assured the red carpet treatment and their journey through the processing cycle is a more comfortable experience.

When dealing with applicants, it is critical they feel they are your number one priority and you have a real concern for their needs. This may be something as simple as offering them a soda during the initial appointment to making sure you help them prepare for shipment to BT with as little stress as possible. Taking care of the little details will result in a better conversion on the floor and lower DTP losses over the long run.

Your greatest conversion rate is achieved when your applicant only makes one trip to MEPS. Your chance of getting an enlistment lessens dramatically if they have to return because packets were not properly completed or other problems arise during the processing cycle. It is critical that the necessary police checks are completed, school letters are obtained and transcripts procured. When your applicant sits down with the guidance counselor, all should be ready for a smooth enlistment.

Once the enlistment occurs, the red carpet treatment should continue. Make sure your new soldier is properly escorted to their unit, inprocessed, and handed off to their sponsor. Ensure you stay in contact

and keep abreast of any issues they encounter or questions they may have. Taking care of these issues promptly will maintain your rapport and generate more referrals as your applicant realizes you have their best interests at heart.

Point of contact is SFC Bobby Segars, Recruiting Operations Center.

## Managing DTP and DTP Losses

Delayed Training Program management is a hot topic of discussion. As we have been monitoring the training seat situation, several DTP management issues have surfaced. The good news first — we have made our Non-Prior Service mission every month so far in FY 01. We have written over 1,000 more NPS contracts from RSM October 2000 through RSM February 2001 than we did during the same period last year. It follows logically that the number of soldiers in the DTP has increased as well.

Here's the problem we're facing. Let's take a look at scheduled shippers for RSM January 2001. As of 6 January, USAREC had scheduled 2,205 applicants to ship in RSM January. We only shipped 1,724 to training. What happened to the 481 soldiers who did not ship? The majority of these (371) were ship-day cancellations, 178 of which were No Shows. This didn't happen in just January; it happens every month. As a command, we see nearly 100 training seats slip through our fingers every week because of No Shows and training cancellations on ship day. At the rate we are going this FY, we are going to waste over 4,000 USAR training seats. That's the bad news.

USAREC Regulation 601-95, para 3-2, directs that we track DTP losses. When you take a DTP loss and/or cancel a reservation at least 45 days out, it allows the training seat to recycle on REQUEST and someone else can use that training seat. When you make a cancellation inside the 45-day window, it is often too late to re-sell the seat to another applicant and the training seat goes unfilled.

The command goal is to limit DTP losses to 10 percent of the USAR contracts (USAREC Regulation 601-95, para 3-2d). The DTP loss rates from the last five years ranged from 20 to 26 percent. While there are numerous ways for soldiers to become DTP losses, the most recurring reason given

in the cancellation file is No Shows. The most significant contributor to successful DTP management is to identify potential losses early and take deliberate action to prevent them. We take over 75 percent of USAR cancellations inside of 45 days. This indicates that we have a significant problem in this area.

USAREC Regulation 601-95, para 2-4c lists the DTP follow-up responsibilities:

1. Initial briefing 3-10 days after enlistment and escort to the unit within 10 days.
2. Telephonic sustainment follow-up every two weeks.
3. Face-to-face tutorial meeting with DTP members once each month.
4. Weekly during the last 45 days of DTP, alternating between telephone and face-to-face contact.
5. Face-to-face contact three days prior to ship date.
6. For DTP members in the Alternate Training Program, the follow-up interval will be once a quarter after returning from BT, weekly during the last 45 days of DTP, with the final face-to-face meeting no later than three days prior to shipment to AIT.

DTP management is everyone's responsibility. Take the time to review USAREC Reg 601-95. Review all your DTP records and ensure you are conducting the required follow-up procedures. Every DTP loss we take means that's one more contract we have to make down the road. If you must take a DTP loss, do it as early as possible so we can sell the training seat to another applicant. It is a tough standard, but we can make the goal of only 10 percent DTP losses.

Point of contact is MAJ Rick Morrison, Analysis Branch.

## AGR Hiring Forums

Support the USARC in conducting all hiring fairs to increase USAREC's AGR recruiter fills. This initiative will synchronize all tasks to minimize confusion when providing support for the hiring fairs. The schedule for execution is:

**6 - 8 April – Houston, Texas**  
(90<sup>th</sup> RSC tasked-tentative)  
**27-29 April – Philadelphia, Pa.**  
(99<sup>th</sup> RSC-tentative)

## Did You Know

ADSW for Health Services Directorate. ADSW funds have now been earmarked specifically for use by USAR AMEDD Officers starting in the second quarter of FY 2001. Health Care Recruiters are encouraged to take advantage of ADSW to assist with your recruiting efforts. There should be quite a few USAR AMEDD Officers in your area who would love to come on active duty to give a presentation or assist at a convention or job fair. See USAREC Message 01-027.

## Day in History

Health Services plays major role. The United States Army Reserve originated on April 23, 1908, the result of lessons learned from the Spanish-American War and the realization that the Regular Army could not provide enough medical personnel to take care of needs of an expanded wartime force. Its beginnings were quite modest: commissions as First Lieutenants were initially given to 160 contract physicians who became the first members of the Federal Reserve Corps. From that small beginning has grown the modern day Army Reserve of thousands of units and hundreds of thousands of well-trained men and women.

## Kudos Korner

### Least Exceptions Requested Winner:

Congratulations to the 5<sup>th</sup> AMEDD Detachment for having the fewest exceptions for January and February.

### Most Unique Exception Requested for RSM January:

Most unusual exception submitted to the Health Services Directorate in January was to request an AMEDD applicant be boarded without a physical.

If you find that you have comments, article recommendations or a recruiter who has done something exceptional, please submit the information to our office. You never know what you might find in the next issue. Point of contact is Victoria Sorensen, email: [victoria.sorensen@usarec.army.mil](mailto:victoria.sorensen@usarec.army.mil). We look forward to hearing from you.

## Shinseki honors recruiters of excellence

By Joe Burlas  
Army News Service

For SFC Richard Henson, the best part of being a recruiter is the opportunity to work with young people. Henson was recently recognized for being among the top one-half percent of the Army's nearly 10,000 recruiters.

Henson was among more than 40 active-component, Reserve and National Guard recruiters who received Recruiter of Excellence awards for their work last year. Army Chief of Staff GEN Eric K. Shinseki presented each with a plaque and chief-of-staff-of-the-Army coin during the awards ceremony held at the Pentagon Feb. 27.

"My name is Shinseki and I am a soldier — I am also a recruiter," Shinseki said. "Everyone wearing this uniform is a recruiter. Recruiting is tough and it has always been tough in this great country of ours that offers young people so much opportunity."

Part of that opportunity is to attend college right after high school. About 65 percent of high school graduates go on to college today compared to a much smaller percentage 15 years ago when the Army had few problems making its recruiting goals, according to Shinseki.

"We all have to help to make service and the uniform relevant to young people," he said. "I honestly believe that we offer tremendous returns for everyone who raises their hands to volunteer."

Henson, who has been on recruiting duty for more than six years and is currently commander of the Portsmouth Recruiting Station in Ohio, said that he doesn't sell college to potential recruits, he sells them the self-improvement they can find in the Army.

"Like GEN Shinseki, I am a soldier and there is nothing I would rather be doing," Henson said. "We [recruiters] offer big opportunities, and we change people's lives for the better when we get them to sign the dotted line — I truly believe that."

LTG Timothy J. Maude, deputy chief of staff for personnel, reminded the recruiters that the Army made its recruiting goal across the active Army, Reserve, and National Guard last year for the first time since 1992.

The time before that when the goals were met was 1983, he said. "[Recruiters] achieved success because they are hardworking noncommissioned officers who refuse to take 'no' for an answer," Maude said. "They are largely unnoticed and somewhat isolated from the rest of the force. Today, we have an opportunity to pay tribute to their accomplishments and contributions."

Speaking about the Army vision of maintaining quality people, readiness and transformation, Maude said the Army could not begin to meet the requirements of the last two without a steady infusion of quality recruits.

SSG William Hazelwood, U.S. Army Recruiting Command, Fort Knox, Ky., was also recognized during the ceremony for recruiting contributions in non-recruiting duty positions. He



Army Chief of Staff GEN Eric K. Shinseki offers a few words of encouragement to SSG William Hazelwood during the ceremony. Hazelwood was recognized for being the top winner in the Regular Army "SMART" category.

received a plaque and sergeant-major-of-the-Army coin as part of the Sergeant Major of the Army Recruiting Team program.



The following individuals were attendees at the ceremony: SFC George Tiqui, Rockville RS; SSG Anthony Story, Tifton RS; SSG Michael Howk, Warsaw RS; SSG Jay Welliver, Manhattan RS; SSG Ronald DelaCruz, Agana Guam; SSG Richard Ekdahl, Chesapeake RS; SSG Iress Dean, Georgia Avenue RS; SFC Carmelo Parrilla, Puerto Rico RS; SFC Dale Blubaugh, Bloomington RS; SGT Gerald Kimbley, Willowbrook Court RS; SSG Albert Abadam, Agana Guam; SSG Aaron Hampton, Bel Air RS; SFC Alvin Lopez, Rio Piedras RS; SFC Richard Henson, Portsmouth RS; SFC Douglas Quinn, Jr., Hot Springs RS; SFC Hyong Kim, Korea RS; SFC Ronald Richardson, Norfolk RS; SFC William Alsobrook, Hinesville RS; SFC Andre Kendrix, Perrin Beitel RS; SFC Robert Melton, Agana Guam; SFC Christopher McCann II., Boston MEPS; SFC Thomas Hanna, Montgomery MEPS; SFC Thomas Matthews, Columbus MEPS; SFC Michael Harris, Kansas City MEPS; MSG Lorrie Stallworth, Spokane MEPS; SFC Kenneth Cole, Albany MEPS; SFC Tracy Miller, Jackson MEPS; SFC Jack Waddington, Columbus MEPS; SFC Jeffrey Hegarty, Des Moines MEPS; MSG Frank Howell, San Jose MEPS; CPT Harry Culclasure, Savannah Company; 1SG Ronnie Templeton, Savannah Company; CPT Gail Drietzler, San Antonio Health Care Recruiting Team; CPT Lora Darnell, Oklahoma City Health Care Recruiting Team; SSG Anthony Grand, HQ USAREC Special Forces; SFC Willie Felder, HQ USAREC Special Forces; MAJ Steve Langehough, 3rd Bde; SSG William Hazelwood, HQ USAREC, Personnel Dir.; SPC Brett Newman, 489th Engineer Bn.



Justin Washington, a student at Lafayette HS, Buffalo, N.Y., has become the Army's 75,000th ConAP enlistee. Washington will be attending SUNY at Buffalo after completing his tour with the Army. Since 1991, concurrent with new recruits' enlistment, the Army offers them the opportunity to apply for admission at over 1,700 participating colleges through the Concurrent Admissions Program. Washington will receive \$50,000 toward college expenses for his enlistment. (L to R): Jo Meachem, SUNY at Buffalo, Director of Continuing Education and CONAP Representative; Tom Kalenik, Vice Principal, Lafayette HS, Buffalo; Versie Evans (Washington's mother); Justin Washington; LTC John P. Cummings, commander, Syracuse Battalion; (seated) Irene Washington (Washington's grandmother); (standing) Douglas Reinheimer, ConAP and SOC, Washington, D.C., and Tracie Evans (Washington's aunt) photo by JoAnn Merrick, Syracuse Bn A&PA



## Corporal Recruiter enlists her brother

*Story and photos by Mary Miller  
Sacramento Bn A&PA*

CPL Mei-ling Green was assigned to the Petaluma Recruiting Station for the past year under the Hometown Recruiter Program for Corporals.



Above: Retired MAJ Donald Green, PFC Robert L. Green, and his recruiter/sister, CPL Mei-ling Green just after being sworn into the Army with the same MOS, 91B medical specialist-airborne. PFC Robert Lee Green is looking forward to the excitement and adventure in the Army!

Green graduated from Novato HS in 1996 and her brother, Robert, graduated in 1998.

Paul Green, her grandfather (on her father's side) was a World War II and Korean War veteran as a Warrant Officer in CID.

Her father was an officer in Special Forces. An older brother, Jeffery Lee Beck, 29, had already enlisted in the Army for six years in 1989 in the aviation field.

So, it's only inevitable that her younger brother choose the U.S. Army also!

On October 5, 2000, CPT John Amadeo, North Bay Company commander, reenlisted Green for another four years at the Annual Training Conference in Reno, Nev.

Green said, "I love my job and look forward to spending the next two years at Fort Lewis, Wash., completing my prerequisites for the Physician's Assistant Program."

PFC Robert Green's next duty station

wish list would be in a hardcore unit anywhere in Italy, Germany, or Hawaii after completing his program. He is at Fort Benning, Ga., for basic training, then Fort Sam Houston, Texas, for medical specialist courses and will return to Fort Benning for Airborne School.

**Below:** MAJ Donald A. Green hadn't worn his Army uniform since he retired in the early 90s until he swore in his youngest son, Robert Lee Green, as a private first class, on October 30, 2000.



## Deputy Chief of Police joins the Army Reserve

*Story and photos by Tim Paullin  
Dallas Battalion A&PA*

Philip and Annette Rudolph adopted a two-day-old infant boy from Fort Worth, Texas. They brought him to Waxahachie where they raised him as their own.

The newborn began growing up in a small town of 15,000 in 1966. All he knew were his adopted mother and father who raised him from a two-day-old baby to a community leader.

The Texan native has always had the desire to help others. After graduating from Waxahachie High School in 1984, he joined the U.S. Navy Reserve.

"At the time I wanted to join the military to gain experience and do my part to help defend our nation," explained Craig Rudolph, 35, Deputy Chief of Field Operation, Waxahachie Police Department. "Being a part of the military enabled me to gain experience I wouldn't have had as a civilian."

After returning from basic training, Rudolph wanted to continue his quest in assisting others and did so by joining the Hillsboro Police Department in 1985 while still serving in the Reserve.

"I always wanted to be in law enforcement ever since I was a young boy growing up in Waxahachie," said the 16-year police veteran. "Being a law enforcement officer has given me the opportunity not only to help others, but my community as well."

Rudolph came to the Waxahachie Police Department in 1987 and has been there ever since. He has worked his way up from a police officer to his present position as the Deputy Chief of Field Operations. He is responsible for the daily supervision of 64 employees, 44 sworn officers, nine reserve officers, and 11 civilian employees. He coordinates the departmental training, the

reserve officer training, as well as handling complaints from the community. Within the community, he is responsible for directing the Citizens Police Academy, Citizens on Patrol, and the Police Explorer Program.

"There are a lot of aspects of my job that keep me busy," said Rudolph. "I love my job, and love helping my community even more. Being the Deputy Chief is a big responsibility and with that responsibility comes rewards. The rewards I speak about is the satisfaction of knowing that you have the ability to make an impact on someone to do the right thing."

It has been 16 years since Rudolph joined the Reserve, where he spent eight years. He has completed 16 years in law enforcement and has gone back to school and earned a Master's Degree in Human Relations and Business from Amber University.

"Craig Rudolph has been a great asset to the department," said Allwin Barrow, Jr., Chief of Police in Waxahachie. "He is a good guy. He worked his way up and has been promoted ahead of his peers."

The department encouraged Rudolph to continue his education, and he excelled by obtaining a bachelor's and a master's degree.

Barrow said that joining the Reserve would not only be a good opportunity for Rudolph but a benefit to the Reserve and the community as a whole. "I think this will provide his reserve unit with experience and leadership they wouldn't normally get from a reservist in his role as a senior leader in his profession."

Barrow believes this will allow Rudolph to establish a positive relationship between the military and the community as a military police officer and a civilian police officer, to provide a liaison and a catalyst for information exchange.

"I have had an outstanding career so far," explained Rudolph. "But recently something has been missing. I have missed the feeling I received from being in the military. There is a strong sense of honor you get when you serve in the military, whether on active duty or just part time as a reservist."

"I see Deputy Chief Rudolph on a regular basis," explained SGT Even P. Morris, U.S. Army Reserve recruiter in Waxahachie. "As a local recruiter here I visit the Waxahachie Police Department to obtain local record checks on prospective Army applicants. The Deputy Chief and I were talking one day, and I asked if he would be interested in going back

into the Reserve. A funny thing was, he said that he had recently been thinking about the military," remembered Morris.

Their conversation soon turned into reality. Morris conducted an interview, filled out some papers and that was it.

He took Rudolph to the Military Entrance Processing Station, and he was sworn into the U.S. Army Reserve.

"It is an indescribable feeling you get when you are standing there and you raise your right hand and swear to defend your country," said Rudolph. "You really cannot understand how it makes you feel until you actually stand there and swear in."

Rudolph will be serving Reserve in Texas at the 302<sup>nd</sup> Military Police Company in Grand Prairie. Not only will he be serving his country while in the Reserve, Rudolph will also be able to take advantage of all the money for college the Army has to offer.

"With all the new incentives the Army has to offer, even though Rudolph has a master's degree, he can still use the Montgomery GI Bill and the Army tuition assistance program to help pay up to 75 percent of his education," explained Morris.

Rudolph plans to continue his education and possibly attend law school in the future. He said that he wanted to continue studying law and perhaps get a degree in property law after he retires from the police department. "I have been chasing bad guys for years now, and I don't necessarily want to continue chasing them when I retire," explained Rudolph. "By obtaining a law degree I can remain active in law without having to chase the bad guys."

Service to God and country are Rudolph's other reasons for becoming a part-time soldier.

"Defending our nation is an important job," he said. "We need heroes. America may not be perfect, but to me, it is still the best place to live."

"God gave me the skills and knowledge to make a difference. By serving in the Army, I can contribute to making our country a little bit better," said Rudolph.



# Hair today, gone tomorrow

By Mark Tate  
New England Battalion A&PA

While most new recruits try to be a cut above the rest, Eric Hartman just wanted a cut above the collar.

Hartman, who is heading for Fort Benning, Ga., to begin his new life in the U.S. Army, thwarted Army barbers by cutting his hair prior to boot camp and donating the trimmings to charity.

The 19-year old Hartman, who entered HAIR ETC. with a 10-inch plus ponytail, will send his locks to Locks of Love, a



program that uses human hair to make wigs for chemotherapy children.

Hartman learned of the program through his mother, Jean Hartman. He said that he was going to get his hair cut anyway, and he was happy to give it to charity.

"Might as well get some use out of it," Hartman said of his long hair, which he had for five years. "It will help kids with cancer, and I thought it would be a good idea."

Hartman is from Eaton, N.H., and was recruited out of New Hampshire Technical Institute by SSG Ryan V. Goldsmith of the Concord NY Recruiting Station. Hartman joined with the Ranger Option. 



From left to right: SFC Gregory Clark holds up an Army lanyard for the student with the right answer, while a student who answered incorrectly prepares for her fate. Clark demonstrates the fate for a wrong answer. A 17-year old student does 17 pushups for an incorrect answer. Bottom right: SFC Gregory Clark throws an Army lanyard to a student for correctly answering a question.

## MEV comes to Great Lakes Battalion

*Story and photos by John C. Heil, III, Great Lakes Recruiting Bu*

SFC Gregory J. Clark was a station commander in the Chicago Recruiting Battalion. Now he gets the opportunity to talk to potential recruits throughout the entire United States as the show manager of the Multiple Exhibit Vehicle.

The MEV, now in the form of a red, white and blue High Mobility Multipurpose Wheeled Vehicle had a successful trip through the Great Lakes Recruiting Battalion in February. On Feb. 23, the MEV had a successful trip to Chelsea High School with a total of 117 leads and one appointment made to date.

"The whole set up is good," said SSG John Hargash, the NCO on site at Chelsea High School. "It's definitely a worthwhile asset. I'll take it every time."

While Hargash enjoys receiving the asset, Clark enjoys each new opportunity.

"Every day is a different challenge," Clark said. "You go from big cities to small towns. I love to have the opportunity to travel to different places I've never been. I love having the opportunity to talk to students, teachers and recruiters."

With a background as a former station commander, Clark often mentors recruiters and station commanders out in the field.

"Most of the folks are very receptive here in Michigan," Clark said. "The Hummer has a lot to do with the responses we get. Kids think that if they join the Army maybe they will be able to drive a hummer. It's a very effective visual tool. Traveling from one location to another...people see it on the highway, gas stations and restaurants." 



Above: Chelsea HS students look at the MEV, which was parked just outside the cafeteria. Students stopped by at lunch time to look at this powerful vehicle. Below: SSG John Hargash makes an appointment with a student in front of the Nimloc display.



## Cyber Recruiting Station recruits first PaYS enlistment

PFC Nicholas McGraw of Savannah, Ga., learned about the Army's PaYS option through USAREC's Cyber Recruiting Station.

McGraw hooked up with George Silva of the Cyber Recruiting Station through its chat room.

"I went online to the Army, and they offered me a job," said McGraw, who has signed a 36-month agreement with Pepsi, where he will be employed after completing his Army enlistment. McGraw recently completed his training as a 19D Cavalry Scout and plans to go airborne.

The Cyber Recruiting Station allows easy access for individuals to request information on the Army thru the Internet. Since FY 01 the RS has had over 31,584 e-mails and 48,658 hits, resulting in 319 enlistments.



Dottie Pack, HQS USAREC

Above from left to right: George Silva; COL Robert Qualls, PaYS Program Manager; and PFC Nicholas McGraw

## Servicemembers get more life insurance coverage

By Gerry J. Gilmore  
American Forces Press Service

Eligible troops will automatically be insured for a maximum \$250,000 in coverage through the military's life insurance program starting April 1.

The new coverage marks a \$50,000 increase over the previous maximum provided by Servicemembers' Group Life Insurance.

The premium for maximum coverage will be \$20 monthly, said Tom Tower, assistant director of DoD's military compensation office.

Participants can then decrease or maintain their levels of SGLI coverage, Tower said, adding that service members who want less than \$250,000 of coverage after April 1 must apply for it through unit finance or personnel officials.

"If you don't want the increased insurance, you have a 30-day grace period to decline it, otherwise, you'll have to pay at least two months of increased coverage," he said.

The government and commercial insurers underwrite SGLI, which has been in existence since 1965, said Tower. It has been more than eight years since the last increase in maximum coverage, he added.

He said 98 percent of all service members are covered by SGLI and 80 percent have maximum coverage. This shouldn't be surprising, he noted, as military members, like police and firefighters, often perform hazardous duty.

At 80 cents for each \$10,000 of coverage, SGLI rates are competitive, and coverage "is guaranteed, whether you're an aviator, sailor or tanker," Tower said. Service members can also convert their SGLI policies to the Veterans' Group Life Insurance program after they leave the service, he said.

Tower noted congressional interest in extending SGLI coverage, in lesser amounts, to service members' family members.

"It looks like there is support for passing that this year for spouses and children," Tower said. "It certainly would make SGLI one-stop-shopping for family life insurance."

Can't say it's a certainty, but it looks like a good possibility." [ILLUSTRATION]

## Army to field new suicide prevention plan

Army News Service

The Army has developed a new suicide prevention campaign plan that officials said should be released to the field this spring.

"Soldiers, Leaders and Communities Saving Lives" is the plan's title. It focuses on training people about how to recognize early signs of suicidal behavior and how to intervene.

The plan was formed after the Army had a 26 percent increase in active-duty suicides between 1997 and 1999, said LTC Jerry Swanner, the Army suicide prevention program manager at the Pentagon. He said the problem seemed to culminate in January last year when the Army had six confirmed suicides in the first five days of the year.

"Obviously, this caused great concern within the Army leadership," Swanner said, adding that it prompted Army Chief of Staff GEN Eric K. Shinseki "to direct a complete review of the Army's suicide prevention program."

The Department of the Army Suicide Prevention Working Group — which consists of policy officers, chaplains, and psychiatrists across the Army staff — launched into an exhaustive study, Swanner said. The group examined numerous reports and studies including the U.S. Surgeon General's "Call to Action to Prevent Suicide," published in 1999.

The group also met with leading civilian psychiatrists in the field of suicide prevention, including Dr. David Shaffer, who was commissioned by the assistant secretary of Defense for Health Affairs in 1996 to analyze all DoD Suicide Prevention programs.

"We used to believe that suicides were from stress, and if we reduced stress that would reduce the risks of suicides," said Swanner. However, he said recent studies indicate the majority of suicides occur due to some form of psychiatric disorder.

Stress can trigger the desire to commit suicide, but stress alone is not sufficient enough for someone to commit suicide, said COL David Orman, the psychiatry consultant to The Surgeon General of the Army.

The new Army suicide prevention model focuses on four major areas: developing life-coping skills, encouraging help-seeking behavior, raising vigilance on suicide awareness, and integrating and synchronizing unit and community programs.

Although draft versions of the new campaign plan have already been sent to the Army's major commands, Swanner said he expects the official release sometime within the next six weeks.

He said the working group is waiting for a final DoD directive concerning "psychological autopsies" and the requirements for a standardized suicide surveillance format.

The new campaign plan encourages leaders to reinforce positive life-coping skills. One such program, which Swanner said originated in the 25th Infantry Division, is "Building Strong and Ready Families." It focuses on developing interpersonal communication skills between married couples. The Army has recently funded a pilot program for a selected number of brigades.

About 75 percent of all soldiers who committed suicide last year were experiencing "significant relationship problems" in their personal life, said LTC Glen Bloomstrom, a chaplain in the Family Ministry Office for the Army's Chief of Chaplains.

Some recruits enter the Army predisposed to mental illness, Swanner said. He said the Army Surgeon's General Office and TRADOC are now determining the feasibility of pre-screening recruits for dysfunctional behavior during the early stages of initial entry training. He said those determined unfit for duty would ideally be separated before they reach their first unit of assignment.

On the other hand, Swanner said the Army should not discriminate against those who seek and receive mental health treatment. He would like to change the stigma associated with mental health care.

"We must tear down these barriers that prevent our soldiers from receiving the professional mental help that some so desperately need and deserve," Swanner said.

Swanner said dramatic change could only occur if there's a shift in the "gung-ho, drive-on" mentality that implies seeking help is a "sign of weakness."

When soldiers realize they need help, it's a sign of individual strength and maturity, Swanner said, not of weakness.

In the new program, the Army is turning to Living Works Education, a public service organization based in Calgary, Canada, that has developed a workshop titled "Applied Suicide Intervention Skills Training" or ASIST.

The focus of the training is to provide anyone who might come in contact with a person at risk for suicide with the confidence and tools to take immediate life-saving actions, Swanner said, until the individual can be seen by a mental health care professional.

The goal is to eventually have one ASIST-trained soldier within every battalion to assist the commander in determining the actual risk of self-injurious behavior, Swanner said.

Chaplains now attend ASIST workshops as part of their formal training.

But Swanner said all counselors that come in contact with soldiers in need would benefit from the workshop. Trial defense lawyers, MPs and even unit leaders preparing for an extended deployment should take ASIST training, Swanner said. To accomplish this goal, the campaign plan calls for two ASIST-trainers at every installation.

Currently there are only three ASIST-qualified trainers, Swanner said, but that number will soon change as TRADOC sponsored a trainers course for 30 of their chaplains during the first week of March.

ASIST should be considered as "triage" for suicidal risk, Swanner said.

"Chaplains have been receiving training on suicide prevention for a long time now, but ASIST will give everyone that receives the training a common language," said LTC Gregory Black, staff chaplain for the U.S. Army Center for Health Promotion and Preventive Medicine. "If a commander or counselor has to refer a soldier to Mental Health, they can give a proper risk assessment."

To standardize suicide prevention training, USACHPPM and the American Association of Suicidology have published "Suicide Prevention, A Resource Manual for the U.S. Army." The manual contains three lesson plans: one for individuals, one for formal gatekeepers, and one for medical professionals. The manual is available on the USACHMMP web site at [www.apgea.army.mil/dhbw/default.htm](http://www.apgea.army.mil/dhbw/default.htm).

Throughout the creation of the campaign plan, one theme was emphasized over and over again by the senior Army leadership, Swanner said. That is,

suicide prevention is a leader's responsibility. Therefore, he said the plan was prepared to assist installation commanders in the refinement of their own suicide prevention policies and programs that are outlined in AR 600-63 and DA Pam 600-24.

"The bottom line is to get involved and take action," Swanner said. "After all, you may be the very last person to have a chance to help." 

## NCO Journal back in print after three year hiatus

**Army News Service**

The only magazine devoted to the noncommissioned officer corps in the U.S. Army made its return to the field in March after three years of non-publication in hardcopy form.

The NCO Journal, a quarterly publication that made its first debut in 1991, is a professional development tool, officials said, designed to provide a forum for the open exchange of ideas and information, support training, education and development of noncommissioned officers.

"As part of the magazine's mission, it also fosters a closer bond among the NCO corps," said SSG Donald Sparks, editor-in-chief of the NCO Journal. "This magazine is long overdue in getting it back to our Army and the NCO Corps. For the last three years, there have been numerous requests and correspondence concerning the magazine's status."

Sparks spearheaded the magazine's return by designing the entire publication, which he said was no easy task. After the three years when the magazine was sporadically posted on the web, there were few articles to consider when funding was restored for printing, he said.

"The success of the NCO Journal depends primarily on the NCOs in the field," Sparks said. "Three years is a long time for any publication to recover after not printing, but as word got out about the magazine's return, articles made their way to my desk."

The newest journal features articles ranging from the Army's current promotion policy, the indefinite re-enlistment policy, building on the Army's seven

Core Values and an interview with Sergeant Major of the Army Jack L. Tilley. It also includes a book review (a regular feature) and letters to the editor.

"More than anything else, the U.S. Army Sergeants Major Academy wanted to ensure that the magazine would be a quality publication for the NCOs," Sparks said. "When I was signing this magazine, I knew I was creating a publication that NCOs would be proud to have in their hands and praise as their own."

The NCO Journal themes for this fiscal year have already been identified: Spring — Training/Readiness; Summer — Noncommissioned Officer Education System; and Fall — NCO/Officer relationship.

Sparks also admitted that not everyone may get the magazine right away because of an outdated mailing and distribution list. Its target circulation is one magazine for every seven noncommissioned officers.

"Distribution is definitely something we're going to resolve to ensure that the magazine reaches its target audience," Sparks said. "At the same time, once the magazines get to the unit, hopefully they aren't stashed away in a soldier's private library. We want to make sure that all NCOs get access to the information inside the magazine."

By publishing articles and letters from the field, NCOs will be able to express their views, expertise, knowledge and experiences for all to share and learn, Sparks said.

"As stated in the magazine, I can assure to the NCO corps, that the NCO Journal is both informative and entertaining to the reader," Sparks said. "The continued success of this magazine is up to every soldier wearing chevrons in the Army. We need the NCO corps to put pen to pad so we can continue to develop."

For more information about the NCO Journal or to send articles to the magazine, e-mail [atss-sj-ncojournal@bliss.army.mil](mailto:atss-sj-ncojournal@bliss.army.mil) or call DSN 978-9068. 

## Debt Collection Assistance

To assist TRICARE beneficiaries with resolving debt collection issues, the Under Secretary of Defense (Personnel and Readiness) established Debt

Collection Assistance Officer (DCAO) Programs at every Lead Agent office and at every Military Treatment Facility worldwide. DCAOs provide Priority Assistance when presented documentation verifying that collection action has been started or that negative information is reflected on a beneficiaries' credit report as a result of late or non-payment for medical or dental care received through TRICARE. While DCAOs cannot provide legal advice or act as beneficiary advocates, they will take all measures necessary to ensure each case is thoroughly researched and that beneficiaries are provided with written findings and assistance in the minimum time possible.

Should you experience undue payment delay for any TRICARE claim that has not been presented to a debt collection agency, the Beneficiary Counseling and Assistance Coordinators (BCAC) at your Lead Agent or Military Treatment Facility are available to assist in preventing these issues from becoming debt collection concerns.

Contact information for DCAOs and BCACs can be found on the TRICARE web site at [www.tricare.osd.mil/dcao/DCAO\\_Dir.doc](http://www.tricare.osd.mil/dcao/DCAO_Dir.doc) and [www.tricare.osd.mil/tricare/beneficiary/bcac\\_dir.doc](http://www.tricare.osd.mil/tricare/beneficiary/bcac_dir.doc). 

## What's in a name? Plenty, when it's your Doc's

*By SFC Kathleen T. Rhem  
American Forces Press Service*

Gone are the days when you go to a military treatment facility and see whoever's available. By June, most TRICARE Prime enrollees should know their doctor's name.

TRICARE policy used to be to assign patients to a group of primary care providers. Now, patients are being assigned to an individual to manage their healthcare, said Army Dr. (LTC) Scott Goodrich, a project officer at the TRICARE Management Activity here.

"Previously, people would be looking for physicians to call their own. They'd request the same physician each visit," he said. But the system wasn't set up to ensure that would happen.

Goodrich, a family practitioner himself, said people have often asked him to be

"their doctor." He said he'd always agree, but outdated computer systems and inadequate infrastructure sometimes kept patients from getting appointments with him.

"I've never been able to guarantee that promise could be kept," he said. "This is something patients always wanted, but we're just now able to deliver."

Managers in the various TRICARE regions are currently assigning patients to specific providers, Goodrich said, noting that several regions are already finished. Many beneficiaries have already been notified by mail who their assigned provider is, he said.

The initial migration from the group system to by-name assignments should be complete by June, he said. After that, TRICARE's ideal would be that 100 percent of newly assigned patients receive a provider-by-name notification 100 percent of the time, he added.

Goodrich asked for patience, though beneficiaries should expect localized glitches. Until the migration is done, those who want to know their assigned providers should contact their local clinic staff or appointment clerk, he said.

"This is a huge burden on medical treatment facilities, but many have been very good about notifying patients all the same," he said. They think the program's as good for them as for beneficiaries, he added.

"They don't need to spend valuable patient/provider time collecting your history every time you come in for a visit," Goodrich said. "That time can be used to focus on other things, like prevention and wellness." He said healthcare providers also appreciate "not being surprised by a new batch of patients every single day."

Although the mobile nature of military life prevents the cradle-to-grave care seen in some civilian communities, Goodrich said, TRICARE's shift goes a long way toward improving the healthcare benefit.

"We can still provide a whole lot more continuity than we've been providing in the past," he said.

Patients shouldn't be too surprised if their primary care manager isn't a doctor. Many facilities use advanced-practice

nurses — nurse midwives and licensed nurse practitioners — and physician assistants in this capacity for beneficiaries with straightforward medical needs.

Beneficiaries needn't be concerned about getting "stuck" with a provider they're uncomfortable with, though. They can choose who their primary care manager will be or request a change at any point, Goodrich said.

"The only possible reasons we wouldn't honor your choice are if you request a physician who's already full up," he said, "or if you request one who really can't fulfill your medical needs. By that, I mean you are requesting someone who can take care of general types of problems but you have a complicated disease. We'd have to talk to you about that because it's not in your best interest."

He also said unit commanders might have some say in the process for active duty patients. For instance, some commanders may require everyone on flight status in their units be treated by a flight surgeon, he said.



## TRICARE Prime remote for Active Duty family members

With passage of the National Defense Authorization Act (NDAA) for 2001, TRICARE Management Activity (TMA) is planning to implement a new benefit, TRICARE Prime Remote for Family Members (TPRFM).

Beginning April 2002, active duty family members who reside with their TRICARE Prime Remote (TPR) eligible sponsors in remote locations will be eligible to enroll in TRICARE Prime Remote for Family Members. Locations designated as TRICARE Prime Remote are generally more than 50 miles in distance or a one-hour drive time from a military medical treatment facility.

"While details for enrolling in the TRICARE Prime Remote for Family Members program are still in the development stages, there is a "waive charges" clause which will provide interim relief to active duty family members who reside with their TRICARE Prime Remote eligible active duty sponsor," said Coast Guard

Lt. Cmdr. Robert Styron, TRICARE Prime Remote regional operations officer, TMA.

As an interim measure, starting October 30, 2000, until the implementation of TPRFM, cost shares and deductibles are eliminated for active duty family members who accompany their sponsors on assignment to a remote location.

"Active duty family members living in remote locations with their TRICARE Prime Remote eligible sponsors will be eligible to have their cost shares and deductibles waived until the TRICARE Prime Remote program for Family Members is implemented," said Styron.

Sponsors and family members are encouraged to keep track of all fees paid from Oct. 30, 2000, (the day the President signed the NDAA into law) until the implementation of TPRFM. This will enable them to apply for reimbursement once the program details are finalized. Once the new pharmacy cost shares structure begins in Spring 2001, the new pharmacy cost shares will no longer be covered as waive charges.

Starting April 2002, enrollment in TRICARE Prime Remote for Family Members will be optional for active duty family members who reside with their sponsors in designated remote locations. You can verify your sponsor's TPR eligibility on the TRICARE Prime Remote Web site at [www.tricare.osd.mil/remote](http://www.tricare.osd.mil/remote).

When TRICARE Prime Remote for Family Members is implemented, eligible active duty family members choosing to enroll will enjoy a TRICARE Prime-like benefit. The TRICARE Prime access standards, cost shares and other benefits will apply.

Network providers are available in many TRICARE Prime Remote locations, and TPR family members who are enrolled must use these providers to avoid costly point-of-service charges. In TRICARE Prime Remote locations where active duty family member enrollment is not available, point-of-service charges will not apply. However, family members will be required to use TRICARE authorized providers.

Once TRICARE Prime Remote for Family Members is implemented, active duty family members residing with their TPR eligible sponsors in remote locations

who choose not to enroll can continue using the TRICARE Standard benefit. When the interim "waive charges" benefit expires, family members choosing to use TRICARE Standard will again be responsible for TRICARE Standard deductibles and cost shares.

Previously, the only option available to family members living in some remote areas was to seek care with authorized civilian providers using the TRICARE Standard benefit. Consequently, sponsors with family members residing in remote locations paid more for health care than sponsors with family members living on or near military installations.

According to Styron, active duty family members often told him: "My sponsor and I were assigned where there is no military health care available except TRICARE Standard, which costs me money. If we were assigned to a military installation or lived within close proximity to an MTF, we could get all of our healthcare with little or no out-of-pocket costs." This new program corrects that inequity.

The TRICARE Prime Remote for Family Members affects approximately 140,000 uniformed services active duty family members. The active duty sponsors include military recruiters, Reserve Officers' Training Corps (ROTC) instructors and their staffs, educational instructors on permanent duty assignments and any other active duty personnel on permanent duty assignments as designated by the Secretary of Defense.

Active duty sponsors are encouraged to contact the Defense Enrollment Eligibility Reporting System (DEERS) to verify that information for themselves and their family members is correct. Eligibility for TRICARE Prime remote for Family Members will be based on DEERS data. Sponsors may call DEERS personnel at the Defense Manpower Data Center Support Office at 1-800-538-9552. Sponsors and family members can also update their addresses for DEERS on the Military Health System/TRICARE Web site at [www.tricare.osd.mil/DEERSAddress](http://www.tricare.osd.mil/DEERSAddress).

Additional information on the TRICARE Prime Remote benefit and the waive charges clause is available on the TRICARE Prime Remote Web site at [www.tricare.osd.mil/remote](http://www.tricare.osd.mil/remote).



# Gold Badges

RSM February 2001



## ALBANY

SFC Paganbonilla, J.  
SFC Hoerter, R.  
SSG Greene, D.  
SSG Giuseppe, D.  
SSG Walder, C.  
SSG Tyus, T.  
SSG Genc, D.

## BALTIMORE

SFC Powell, W.  
SSG Jones, T.  
SSG Freeman, C.  
SSG Thompson, J.  
SSG Newton, D.  
SSG Gratic, H.  
SSG Hunter, B.  
SSG Borne, D.  
SSG Moses, K.  
SSG Taylor, P.  
SGT Rivera, N.  
SGT Roane, E.

## BECKLEY

SFC Morrison, D. Jr.  
SSG Wright, M.

## CLEVELAND

SFC Coleman, D.  
SFC Ross, A.  
SSG Hayden, V.  
SSG Alegado, J.  
SSG Barbee, C.  
SSG Steele, C.  
SSG Santos, R.  
SSG Marshall, J.  
SGT Smith, J.  
SGT Lawyer, C.  
SGT Parker, R.

## COLUMBIA

SFC Gore, K.  
SSG Dixson, J.  
SSG Brunson, J. Jr.  
SSG Miller, J.  
SSG Sell, D. II  
SSG Davis, R.  
SSG Harper, M.

## COLUMBUS

SSG Lewandowski, M.

## DALLAS

SSG Tate, L.

## DES MOINES

SSG Puls, W.  
SSG Jones, M.  
SSG Behrens, D.  
SSG Jackson, C.

## DENVER

SSG Khan, M.

## GREAT LAKES

MSG Weber, P.  
SSG Lewis, C.

## HARRISBURG

SSG Yatta, E.  
SSG Steele, S.

## HOUSTON

SFC Morris, R.  
SSG Zumwalt, J.  
SSG Baker, D.  
SSG McConnell, A.  
SSG Custard, M.  
SGT Hunter, F.  
SGT LeBlanc, S.  
SGT Gipson, K.

## INDIANAPOLIS

SFC Newton, D.  
SFC Fast, C.  
SSG Wise, L.  
SSG Vigneron, J.  
SSG Deckard, J.  
SSG Bennett, D.  
SGT Pennington, D.  
SGT Shoemaker, T.  
SGT Howard, J.

## JACKSON

SSG Henderson, J.  
SSG Jones, R.  
SSG Groves, T.  
SSG Coker, G. II  
SSG Watters, A.  
SGT Donaldson, L.  
SGT Bradford, R.  
SGT Strother, L.  
SGT Isaac, D.

## JACKSONVILLE

SSG Colon, E.  
SSG Thompson, F.

## KANSAS CITY

SFC Jackson, D.  
SFC Mullett, J.  
SFC Johnson, K.  
SFC Combs, G.  
SFC Sutton, M.  
SSG Reynolds, C.  
SSG Chambers, C.  
SSG Riordan, G.  
SGT Crouch, B.  
SGT Wallace, R.

## LOS ANGELES

SFC Hernandez, L.  
SSG Allen, D. Jr.  
SSG Pierce, A.  
SSG Bocanegra, M.

## MIAMI

SSG Willock, J.  
SSG Monroe, J.  
SSG Gavilanez, C.  
SGT Plannell, L.  
SGT Segovia, E.  
SGT Sanchez, E.

## MID-ATLANTIC

SFC Johnson, J.  
SFC Pena, R.  
SSG Brown, R. Jr.  
SSG Curtis, W., II  
SSG Beaumier, K.  
SSG Tryee, E.  
SSG Weller, J.  
SSG Clarke, D.  
SSG Lindke, K.  
SGT Peattiespatola, E.

## MILWAUKEE

SFC Vollmer, J.  
SFC Waters, M.

## MINNEAPOLIS

SSG Feaster, W.

## MONTGOMERY

SFC Siebold, R.  
SFC Lang, C.  
SSG Person, A.  
SSG Welch, B.  
SSG Johnson, J.  
SGT Foxx, S.  
SGT Oden, R.  
SSG Fuller, D.

## NASHVILLE

SFC Crosby, R.  
SFC Littleton, F.  
SSG Marcum, D.  
SSG Stover, G.  
SSG Stratton, N.  
SSG Boutwell, J.  
SSG Barron, R.  
SSG Dunigan, J.  
SSG Hamblin, H. Jr.  
SSG Brown, D.  
SSG Smith, K.  
SGT Falconberry, R.  
SGT Waldon, S.  
SGT Broadus, K.  
SGT McGuire, R.

## NEW ENGLAND

SSG Lynch, C.

## NEW ORLEANS

SSG Brown, R.  
SSG Hughes, N.  
SGT Hand, G.

## NEW YORK CITY

SFC Hazel, D.  
SFC Rosariomora, A.  
SFC Andinovelazquez, E.  
SFC Monegro, J.  
SSG Diaz, L.  
SSG Casado, J.  
SSG Lindsay, D.  
SSG Sepulveda, V.  
SSG Suarez, C.  
SSG Mason, M.  
SGT Gonzalez, G.  
SGT Gardner, A.  
SGT Smith, S.

## OKLAHOMA CITY

SFC Hild, M.  
SSG Wilhite, T.  
SGT Jackson, J.

## PHOENIX

SSG Martin, T.  
SSG Thomas, G.  
SSG Santos, B.  
SSG Misplay, R.  
SSG Martin, B.  
SSG Prisock, R.  
SSG Simmons, A.  
SSG Blue, C.  
SGT Vasquez, J.  
SGT Waldrop, M.  
SGT Morrow, R.

## PITTSBURGH

SFC Kull, D.  
SFC Richardson, W.  
SSG Jackson, W.  
SSG Cantley, C.

## RALEIGH

SFC Whittington, V.  
SSG Wyatt, K.  
SGT Howard, S.  
CPL Jones, J.

## ST LOUIS

SSG Wilson, J.  
SGT Fiesler, M.

## SALT LAKE CITY

SFC Roe, R.  
SSG Morgan, M.  
SSG Shinn, S.  
SSG Teasdale, K.  
SSG Schuetz, G.  
SSG Stout, T.

## SEATTLE

SFC Porter, C. Jr.  
SFC Cooper, C.  
SSG Angelito, W.  
SSG Moye, A.  
SSG Kaewnor, R.  
SSG Petersen, T.  
SSG Millare, P.  
SSG Hunt, H.  
SGT Byington, K.

## SOUTHERN CALIFORNIA

SFC Stevens, W.  
SSG Rybik, C.  
SSG Sampaga, R.  
SSG Alhambra, R.  
SSG Polite, E.  
SSG Sangasy, K.  
SSG Reynolds, T.  
SGT Deaugustine, A.  
SGT Summerfield, J.

## TAMPA

SFC Davis, H.  
SFC Troxler, E.  
SFC Durocher, J.  
SSG Sergeant, P.  
SSG Savitsky, S.  
SSG Rodriguez, E.  
SSG Richardson, A.  
SSG Purple, M.  
SSG Buchanan, R.

# Morrell Awards

**RSM February 2001**

**ALBANY**

SFC Stein, C.

**ATLANTA**

SFC Hicks, M.

**CLEVELAND**

SFC Moser, J.

**DENVER**

CSM Reed, R. II  
SFC Little, B.

**GREAT LAKES**

1SG Garner, M.  
SFC Kelbel, S. III  
SFC Enicks, R.

**HARRISBURG**

SFC Horton, R.  
SFC Colyer, R.

**HOUSTON**

SFC Doty, J.  
SSG Radford, E.

**INDIANAPOLIS**

1SG Williams, M.

**JACKSON**

SFC Hughes, B. Jr.  
SSG Gaitan, J.

**JACKSONVILLE**

SFC Moon, D.  
SFC Salter, H.  
SFC Ortiz, J.  
SFC Williams, P.  
SSG Story, A.

**KANSAS CITY**

SFC Battig, R.

**LOS ANGELES**

1SG Bullen, R.  
SFC Hardin, B.  
SFC Garcis, T.

**MINNEAPOLIS**

MSG Wicks, G.



**PORTLAND**

MSG Roche, C.  
SSG Malibiran, R.

**RALEIGH**

MSG Brown, J. Jr.  
MSG Anderson, E.

**ST LOUIS**

1SG Sheppard, M.  
SFC Hamby, C.

# Recruiter Rings

**RSM February 2001**

**BALTIMORE**

SFC Stanfield, A. II  
SSG Kennedy, Y.  
SSG Diaz, D.  
SSG Dedmon, C.  
SGT Butler, K.

**COLUMBIA**

SFC Reiter, C.  
SFC Reese, K.  
SFC Hansel, W.  
SFC Mickey, M.  
SSG Troutman, W. Jr.  
SSG Joseph, V.  
SSG Rodriguez, R.

**COLUMBUS**

SFC Byrd, A.  
SFC Miller, K.  
SFC Hammons, D.  
SFC Timko, M.  
SSG Gish, C.

**DALLAS**

SFC Lamberth, D.  
SSG Oldham, C.

**DENVER**

SSG Miller, S.  
SFC Smith, E.

**GREAT LAKES**

SFC Rockett, K.  
SFC Phillips, J.

**HARRISBURG**

SFC Lee, L. Jr.

**HOUSTON**

SFC Tyler, A.  
SFC Lovelace, M.

**JACKSON**

SFC Goodeon, S.  
SFC Hughes, B. Jr.  
SSG Lajoie, J.  
SSG Bullock, G.

**JACKSONVILLE**

SFC Cockerham, H.  
SFC Griffin, T.  
SSG Archie, S.  
SSG Long, W.  
SSG Fisher, M.  
SSG Moore, C.  
SSG Corneiro, R.  
SSG Yates, T.

**KANSAS CITY**

SFC Green, M.  
SSG Carlton, S.  
SSG Stepp, R.

**MIAMI**

SFC Rivera, L.

**MONTGOMERY**

SSG McDowell, G.

**NASHVILLE**

SFC Jones, W.  
SSG Smith, R.

**OKLAHOMA CITY**

SFC Taylor, C.  
SFC Quinn, D. Jr.  
SSG Thompson, C.

**PHOENIX**

SSG Kruithof, R.  
SSG Wan, M.

**PITTSBURGH**

SFC Dixon, W.

**RALEIGH**

SFC Denson, C. Jr.  
SFC Fulton, C.  
SFC Shepherd, J.

**SACRAMENTO**

SSG Kiechler, C.  
SSG King, C.

**ST. LOUIS**

SFC Hopkins, T.  
SFC Dixon, J.  
SFC Simon, K.  
SSG White, D.



**SALT LAKE CITY**

SFC Solano, M.  
SFC Cooper, G.

**SEATTLE**

SSG Linwood, M.

**SOUTHERN CALIFORNIA**

SSG House, S.

**SYRACUSE**

SSG Eisehauer, L.

**TAMPA**

SFC McCrady, M.

**2D AMEDD**

SFC Boling, S.

# The Test

1. Which USAREC message covers medical waivers for applicants with a history of refractive surgery?
  - a. USAREC message 99-085
  - b. USAREC message 99-073
  - c. USAREC message 00-015
  - d. USAREC message 00-025
2. Which refractive surgery procedures are considered for waiver?
  - a. (RK) radial keratotomy & (AK) astigmatic keratotomy
  - b. (PRK) photorefractive keratectomy
  - c. (LASIK) laser assisted in-situ keratomileusis
  - d. Both b and c
3. Health care recruiters should pay close attention to physicals administered at the MEPS for:
  - a. Readability
  - b. Punctuation
  - c. Height and weight standards are in accordance with AR 600-9
  - d. None of the above
4. What form pertaining to applicant processing is used as a transmittal sheet when forwarding all correspondence from the health care recruiter?
  - a. OF 41
  - b. USAREC Form 1155
  - c. USAREC Form 1076
  - d. POST IT
5. Who assumes responsibility to ensure that an individual who enlists into the DEP/DTP accesses or ships to IADT?
  - a. Station commander
  - b. Company first sergeant
  - c. Recruiter of credit
  - d. Battalion Operations NCO
6. Recruiter of credit, RA or USAR, will accompany new USAR members to their unit of assignment whether PS or NPS.
  - a. True
  - b. False
7. A DTP loss not identified at least 30 days from ship date will result in a loss of a training seat and training dollars.
  - a. True
  - b. False
8. How many days is a reenlistment or extension control number issued by the Enlisted Services Division at ARPERCEN good for before it must be cancelled?
  - a. 30
  - b. 15
  - c. 2
  - d. 10
9. Assignment of processing responsibility for all "walk-in" prospects or applicants is determined by the \_\_\_\_\_ if the "walk-in" is from the recruiting station territory.
  - a. USAR recruiter
  - b. Station commander
  - c. Recruiting company first sergeant
  - d. Battalion commander
10. When a prospect walks into your station and says that he/she wants to be a chaplain, it is your job as an enlisted recruiter to try and talk them into joining the Army as a 71M, Chaplain Assistant, or some other enlisted MOS.
  - a. True
  - b. False
11. What USAREC regulation covers the processing procedures of chaplains and chaplain candidates?
12. The Army is currently accepting into the Chaplaincy non-U.S. born citizens who possess at least one of the following documents:
  - a. Naturalization Certificate
  - b. INS I-551 Card (Green Card)
  - c. DS Form 1350
  - d. All of the above (AR 601-210)

The answers to this month's test can be found on the inside back cover.

# Quality Volume - The Key To Our Success

Headquarters U.S. Army Recruiting Command



## RSM January and February 2001

### Top RA Recruiter

SFC M. Medhaug (Mid-Atlantic) (Jan)	SGT L. Torain (Raleigh) (Jan)	SSG J. Fayette (Great Lakes) (Jan)	SSG S. Lopez (New Orleans) (Jan)	SFCA. Newell (Phoenix) (Jan)
SFC W. Davis (Baltimore) (Feb)	SSG E. Barker (Jacksonville) (Feb)	SGT J. McDuffie (Milwaukee) (Feb)	SGT M. Fiesler (St. Louis) (Feb)	SSG A. Malek (Portland) (Feb)
	SFC J. Ford (Tampa) (Feb)			

### Top USAR Recruiter

SFC C. Stein (Albany) (Jan)	SSG R. Lewis (Jacksonville) (Jan)	SSG S. Wilson (Minneapolis) (Jan)	SSG J. Kizzler (Oklahoma City) (Jan)	SSG R. Barr (Phoenix) (Jan)
SFC C. Stein (Albany) (Feb)	SFC L. Rosa (Raleigh) (Jan)	SFC J. Mauer (Cleveland) (Feb)	SGT G. Ramsey (Kansas City) (Feb)	SFC C. Porter (Seattle) (Feb)
	SSG R. Phelps (Nashville) (Feb)	SSG M. Johnson (Columbus) (Feb)		

### Top LPSC

Bradley Beach (Mid-Atlantic) (Jan)	Lake Park (Miami) (Jan)	Columbus	New Iberia	Albany
Augusta (New England) (Feb)	Duluth (Atlanta) (Feb)	Florence (Columbus) (Jan)	(New Orleans) (Jan)	(Portland) (Jan)
		Port Huron (Great Lakes) (Feb)	New Iberia (New Orleans) (Feb)	Mesa (Phoenix) (Feb)

### Top OPSC

Cortland (Syracuse) (Jan)	Blue Ridge (Atlanta) (Jan)	Indy Keystone (Indianapolis) (Jan)	Portland	Napa
Ellsworth (New England) (Feb)	Seneca (Columbia) (Jan)	Greenfield (Milwaukee) (Feb)	(San Antonio) (Jan)	(Sacramento) (Jan)
	Blue Ridge (Atlanta) (Feb)		Sedalia (Kansas City) (Feb)	Elko (Salt Lake City) (Feb)

### Top Company

None (Jan)	Memphis	Milwaukee	None (Jan)	Tempe
Bangor (New England) (Feb)	(Jackson) (Jan)	(Milwaukee) (Jan)	None (Feb)	(Phoenix) (Jan)
	Fayetteville	Milwaukee		Tempe
	(Raleigh) (Feb)	(Milwaukee) (Feb)		(Phoenix) (Feb)

### Top AMEDD

Southwest Region (Jan)	Mississippi/ Tennessee (Jan)	Cleveland (Jan)	San Antonio (Jan)	Rocky Mountain (Jan)
Syracuse (Feb)	Carolina (Feb)	Chicago (Feb)	Dallas (Feb)	Northwest (Feb)

### Answers to the Test

1. b. USAREC MSG 99-973.
2. d. Both b and c.
3. c. AR 40-501, Chap 2-21, USAREC Reg 601-37.
4. c. USAREC Reg 601-37, Chap 5-58.
5. c. USAREC Reg 601-95, Chap 2, 2-1, a, 1 Mar 97.
6. a. True - USAREC Reg 601-95, Chap 2, 2-2, c, 1 Mar 97.
7. b. False - 45 days. USAREC Reg 601-95, Chap 3, 3-2, b, 1 Mar 97.
8. d. USAREC Reg 140-3, Chap 4(3), dated 31 Jan 97.
9. b. USAREC Reg 600-22, Chap 5,5, dated 31 Jan 97.
10. b. False. See pages 52 and 53 of the 2001 Pocket Recruiter Guide. Call 1-800-223-3735, ext. 6-0702 or 6-0435 for the name and phone number of your brigade Chaplain Recruiting Team.
11. UR 350-12.
12. d. All of the above.

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